



## **Position: Software Support Engineer**

### **Job Description:**

Jin Technologies is looking for energetic and self-driven individuals for its technical support team.

### **Candidate should have:**

- \* **Bachelors degree in Computer Sciences or related field**
- \* **At least 2 years of Industry experience**
- \* Ability to diagnose and troubleshoot technical issues
- \* Must be able to work on configuring industry standard content management systems and shopping carts
- \* Must be willing to work on high-level development tools to develop application prototypes
- \* Familiarity with remote desktop applications and help desk software
- \* Familiarity with Human-Computer Interface (HCI) guidelines
- \* Effective Communication skills

### **Duties & Responsibilities:**

- \* You will be required to work on a variety of diverse tasks that will include programming tasks, installing and configuring computer systems, diagnosing software faults and solving technical problems, either over the phone or face to face
- \* Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; ensure resolution
- \* Recommend potential products or services to management by collecting customer information and analysing customer needs
- \* Attention to detail is essential, with the ability to work independently
- \* The work involves high commitment under tight deadlines

Company website: [www.jintech.com](http://www.jintech.com) Contact e-mail: [jobs@jintech.com](mailto:jobs@jintech.com)