


Technical Support Engineer – AUTOSAR

 Bangalore, INDIA

 Reference Number: MSK_TSEIND_012022

 Permanent

 Start date: 01, Feb 2022

My duties

- > Respond to our customers' queries on technical issues of varying complexity in conjunction with networked systems.
- > As a member of support team, you will be responsible to assist customers via telephone/mail/web conferencing as part of the installation and usage of Vector solutions.
- > Based on the problem statement / request received from Customers via email / phone, you will gather the general information and enter in the helpdesk system
- > Further based on the type of request you will prioritize the request as high/medium and track the request
- > The request can be assigned to respective product specialist within the support team to acquire a solution for the problem and communicate with the customer
- > The solution to the problem will be based on own knowledge or from the helpdesk database or if required from a discussion with the product teams and communicate with the customer
- > In case of special requests inform the product management with recommendation and user requirements which arise during the handling of a customer request
- > The support is a daytime work during normal office working hours
- > Traveling to customer location if required (Not Mandatory)

My qualifications

- > UG or PG - B.Tech/B.E./M.Tech - Computers, Electronics/Telecommunication from reputed institute with Minimum 60%
- > Working experience of automotive networking systems (CAN, LIN, IP, etc.)
- > Must possess good programming skills – C, CAPL, .NET, C# and scripting
- > Excellent communication skills – oral and written
- > Must be a good team player and self-driven work style and high agility
- > Structured, analytical approach to work and problem-solving mindset
- > Good user knowledge MS Office (Outlook, Powerpoint, Excel) Added Advantages



- > Knowledge of SW installation and licensing
- > Having worked with Vector tools – CANalyzer / CANoe ,vTestStudio,VT System
- > Problem solving - Uses rigorous logic and methods to solve difficult problems with effective solutions, looks beyond the obvious and doesn't stop at the first answers
Structured, analytical approach to work

My contact at MSK

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Contact

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