

Product Specialist (Technical Support Engineer)



Listing details

Location

Posted: 4 years ago
Reference Number: RF166787

Common

Job Title: Product Specialist (Technical Support Engineer)
Job Type: Full Time
Vacancy Details URL: https://www.naukri.com/job-listings-product-specialist-technical-support-engineer-ptc-software-india-pvt-ltd-gurgaon-2-to-5-years-090620001585?src=sorby&sid=15916839874251436_1&xp=1&px=1

Job Description:

Job description

Your Role :

We are looking for a Product Specialist to provide consulting, services and support to PTC customers. You will diagnose and troubleshoot issues reported by customer facing while using PTC IOT Products and consulting customer to help them implementing end to end IOT solution.

Your Team : IOT support team is growing team in India and take care of support/services related queries for customers

Day to Day :

- Taking ownership of customer issues reported and seeing problems through to resolution
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams

