

# TECHNICAL SUPPORT SPECIALIST

**Are you a bit of a fixer who likes to help others get their stuff right? Do you have excellent analytical and problem-solving skills, and do you have interpersonal skills you to communicate with customers and solve technical-related problems quickly and efficiently?**

You'll be interested in this job because you've probably already been working with embedded tech for a while (maybe as a developer) and have solid understanding of how chips, PCBs, networks and IoT applications fit together but you need a new job, next job or just a new challenge.

## **Is Pycom where you go next?**

Pycom enables and inspires everyone to be an inventor with a 10x-faster-deployment IoT platform comprising multi-LPWAN-network, MicroPython-enabled development boards (you may have heard of them - WiPy, LoPy, SiPy, Gpy and FiPy) and OEM modules plus a full suite of free IoT services.

Our DNA: a fast paced, growing IoT tech company with a great team, exciting portfolio and a fast-growing community of developers and enterprises craving our solutions.

Our Customers: a growing number of developers, enterprises and education establishments in over 70 countries.

Our platform: a conventional Internet of Things platforms has nothing to do with what we deliver. Pycom offers a brand-new way to deliver IoT projects, fast.

## **What you'll do**

We have a unique Internet of Things portfolio and with a large variety of customers which you will help support and grow by:

- Being an active force in resolving customer queries quickly and efficiently
- Answering support questions on the Service Desk, GitHub, via the Pycom forum and occasionally through telephone
- Handling & tracking of RMAs
- Escalate more complex issues to the R&D teams
- Maintaining an accurate list of known issues and communicating these on the Forum
- Collect feedback on the product and contribute to product roadmap ideas
- Occasional participation in Pycom events as evangelist support

### **What we need from you**

- A degree in Electrical or Electronic Engineering
- 3 years' experience supporting business and/or end customers
- Ability to work autonomously and take initiative
- Excellent listening and verbal skills
- Adaptable and flexible to pick up new technologies and programming languages
- Comfortable working in Python (MicroPython - CPython 3.5) and with some knowledge of C scripting too
- Technical knowledge for reproducing customer faults and validating solutions (Hardware/Software).
- Fluent Proficiency in writing and presenting in English

### **Working at Pycom**

- You'll be working with a team of super smart, passionate and international people
- You'll be surrounded by a portfolio of disruptive propositions that amongst others leverage MicroPython
- You'll be connected to a network of eco system partner companies from all over the world • You'll have knowledge sharing from the best developers and entrepreneurs in the IoT industry

Your place of work will be at our new office in Guildford, UK.

If you like what you've just read then challenge yourself by sending us your CV, salary expectations and possible start date to [jobs@pycom.io](mailto:jobs@pycom.io).