

## **Customer Support Engineer**

### **Description of main tasks/responsibilities**

The specific fields of specialization could vary but the job description is general for all these specializations.

The customer service engineer position aims to address and resolve customer's problems, fulfill Anoto's strategy and vision and/or improve how we work.

- Provide effective technical support by e.g. support system, telephone, video conference to Anoto's customer base
- Taking ownership, manage and follow-up customer issues and problems
- Working with other individuals to resolve issues and improve future products
- Hands-on support related tasks in server environment running Anoto digitalpen related services and applications
- Maintain relevant documentation and knowledgebase information
- Participate in providing training to customers when needed or requested including onsite at customers' premises
- Hours: Onsite 11:00 to 16:00 / Remote 18:00 to 21:00
- Keep up to date in relevant domain areas and about Anoto's products.

### **Description of authorities**

- Exercise the responsibilities and perform the duties of this position. This includes full decision making authority for all responsibilities and duties

### **Description of competence & experience**

- Customer facing experience
- Experience of technical product support for business partners, developers and end users
- Technical degree or similar, equivalent working experience
- Fluent in English, written and spoken