

Job Title: Executive – Technical Support			
Business Unit:	Piramal Sarvajal	Domain:	Social Enterprise
Location:	Ahmedabad	Band/Grade:	1B
Department:	Research and Development	Last updated on:	16-04-2018
		Degree of Travel required to:	Low
Purpose of Job	Technical Support executive will work with R&D team and provide support to Operations team/Field teams as first point of contact on technical's queries.		
Key stakeholders	External		Internal
	Operation & Field Teams		Management, R&D ,Operation ,Production ,Supply Chain
Reporting structure	Role directly reports to		Positions that report into this role
	Head- R&D,		None
Essential Qualifications	B.E/B.Tech in Electronics/ Electricals Engineering with 1-2 years of experience technical support team.		
Essential Experience	<ul style="list-style-type: none"> • Expert in trouble shooting & providing support by use of data handling & analysis. • Technical troubleshooting & debugging Skills. • Basic working knowledge of electronics & electrical systems. 		
Competencies	<ul style="list-style-type: none"> • Service Orientation with ability to provide technical solution to operations/field teams • Working knowledge in Excel ,error reporting and documentations • Excellent Interpersonal skills 		
Decision Making Control	In Consultation with Head –Research and Development		
Values			
Knowledge	<ul style="list-style-type: none"> • Expertise – we strive for a deeper understanding of our domain • Innovation – we aspire to do things creatively. 		
Action	<ul style="list-style-type: none"> • Entrepreneurship – we are empowered to act decisively and create value • Integrity – we are consistent in our thoughts, speech and action 		
Care	<ul style="list-style-type: none"> • Trusteeship – we protect the interests of our customers, community, employees, partners and shareholders • Humility – we aspire to be the best, yet strive to be humble. 		
Impact	<ul style="list-style-type: none"> • Performance - We strive to achieve market leadership in scale and profitability, wherever we compete. • Resilience - We aspire to build businesses that anticipate, adapt and endure for generations. 		
Key Roles/Responsibilities:			

- Position requires assisting & supporting by providing working solution to technical problems faced by operations & field teams at various locations.
- Position requires conveying technical solutions in simple language and work as point of contact.
- Position requires to know basics of automations-PLC & HMI, electronics & electrical.
- Position must have work on Excel, big data, Machine learning for debugging & troubleshooting.
- Consult & escalate queries to R&D as per level of queries and get solution from R&D team.