

## JOB DESCRIPTION

**Job Title:** Technical Support Engineer

**Location:** Cambridge

### **Company Summary:**

Equivital Limited is a leading provider of innovative wearable technology solutions. Our mission is to deliver cutting-edge hardware and software solutions that empower professionals in various industries, including first response, industrial safety, and clinical research. We are committed to providing exceptional customer experiences through seamless product deployments and technical support.

### **Position Summary:**

We are looking for a **Technical Support Engineer** to join our team, acting as the primary technical resource for customer support, troubleshooting, and product deployment. This role requires a deep understanding of our solutions, including hardware, software, and firmware, to provide expert-level assistance to customers. You will work closely with R&D, business development, and support teams to ensure customer success and product reliability.

### **Key Responsibilities:**

#### **1. Technical Expertise & Problem Solving**

- Develop a deep understanding of our solutions, including hardware, software, and firmware.
- Diagnose and troubleshoot customer issues, working across different teams to resolve them efficiently.
- Assist in testing, debugging, and providing feedback to R&D teams.
- Identify areas for product improvement and contribute to innovation discussions.

#### **2. Customer Support & Technical Guidance**

- Act as the primary technical contact for customer inquiries and support cases.
- Provide expert guidance to customers on product functionality, troubleshooting, and best practices.
- Maintain customer-facing documentation, FAQs, and knowledge bases to improve customer self-service.
- Collaborate with customers to understand their requirements and ensure successful product adoption.

#### **3. Deployments, Training & Field Support**

- Lead on-site and remote deployments, configurations, and integrations of our products.
- Conduct training sessions and onboarding for customers and internal teams.

- Ensure seamless technical implementation and customer satisfaction.
- Support product field testing and provide recommendations for improvement.
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- 4. **Business Development & Pre/Post-Sales Support**
  - Work closely with the business development team to support technical discussions with potential clients.
  - Assist with customer projects, demos, and proposal development.
  - Provide post-sales technical support, ensuring smooth customer adoption and issue resolution.
  - Contribute to the development of sales materials and technical documentation.
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- 5. **Continuous Improvement & Best Practices**
  - Stay up to date with industry trends and emerging technologies to enhance technical support capabilities.
  - Identify and implement process improvements for better efficiency in customer support and deployment.
  - Participate in cross-functional meetings to align technical support strategies with business goals.

**Minimum Qualifications/Experience Required:**

- Degree in Engineering, Computer Science, or a related technical field.
- Proven experience in technical support, field engineering, or a related role.
- Experience with embedded systems, wireless communications, software application development, cloud integration, or relevant technologies.
- Strong troubleshooting and problem-solving skills.
- Ability to work independently and in a team environment.

**Key Competencies/Attributes Required:**

- **Technical Strength:** Hands-on experience with troubleshooting, testing, and engaging with both hardware and software elements.
- **Customer-Facing Ability:** Strong communication skills, with the ability to explain complex technical issues in an understandable way.
- **Hands-On Approach:** Comfortable working with both hardware and software troubleshooting.
- **Team Player:** Able to work across teams, including engineering, sales, and customer support.
- **Willingness to Learn:** Enthusiastic about understanding our products and applying that knowledge in real-world scenarios.
- **Problem-Solving Mindset:** Ability to think critically and resolve issues efficiently.
- **Process-Oriented:** Ability to document and improve workflows for better support efficiency.