

| Job Title: Executive –Technical Support | | | |
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| Business Unit: | Piramal Sarvajal | Domain: | Social Enterprise |
| Location: | Ahmedabad | Band/Grade: | 1B |
| Department: | Research and Development | Last updated on: | 06-01-2021 |
| | | Degree of Travel required to: | Medium |
| 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 any technical queries. | | |
| Key stakeholders | External | | Internal |
| | Operation & Field Teams | | Management, R&D, Operations, Production ,Supply Chain |
| Reporting structure | Role directly reports to | | Positions that report into this role |
| | Project Manager (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. ● Vendor communication and handle component procurement for R&D ● Knowledge of Electronic product testing | | |
| 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 Communication and Interpersonal skills | | |
| Decision Making Control | In Consultation with Project Manager - 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 quick learning of Sarvajal Products, determine hardware or firmware problem and provide appropriate technical solution to operations & field teams at various locations.
- Position requires conveying technical solutions in simple language and work as single point of contact.
- Position requires basic knowledge of Electrical and Electronics, PLC & HMI, Test and measuring instruments
- Position requires good amount of Documentation and Excel based Data analysis hence person should be well versed with this
- Position requires vendor communication and manage procurement for R&D team
- Person should escalate field issues/queries to R&D team and get solution from R&D team