

GLOBAL SUPPORT CENTER TECHNICIAN

REQUISITION NUMBER:	3441	LOCATION:	KUALA KUMPUR, MALAYSIA
DATE POSTED:	25 June 2020	DEPARTMENT:	SERVICES & SUPPORT

With our award-winning technology and trusted expertise, Grass Valley enables and empowers creators, broadcasters and media organizations to produce brilliant content that captivates audiences and connects people through the magic of media.

As the industry's R&D powerhouse, we offer the widest and deepest range of best-in-class solutions in the industry. We are the trusted partner to many of the biggest and most creative names in the media and entertainment business as we help our customers to build successful media businesses and navigate the rapidly shifting mediascape.

Why Join Grass Valley?

As the world continues to evolve, Grass Valley is also transforming: Creating innovative breakthrough solutions to serve customers' changing needs and realities. We are proud that for over 60 years, our innovations have enabled content creators, broadcasters and media organizations to produce rich, compelling content that brings the viewer even closer to the action; more engaged with the story and more connected to others.

Our people are creative, knowledgeable, passionate and dedicated, working together to deliver high quality solutions and services to customers all over the world. We are looking for our future ambassadors, technologists, thought leaders and innovators to continue this beautiful journey with us. This is your opportunity, join us!

For further information, please visit www.grassvalley.com.

The Opportunity

Our amazing Global Support Center hub based in Kuala Lumpur is looking to recruit a **Global Support Center Technician** to join their talented team.

The Global Support Center Technician is responsible for delivering technical support to our valued customers globally.

Your Role

To be successful in this role, you must have a true passion for helping and supporting and have our customers' best interest at heart, as well as the business itself.

Your responsibilities will include:

- Delivering remote/email/phone technical support to customers;
- Monitoring SALESFORCE.COM incoming ticket queue and responding to incoming SALESFORCE.COM support tickets;
- Actively working on resolving open/active customer SALESFORCE.COM tickets;
- Documenting SALESFORCE.COM troubleshooting progress in SALESFORCE.COM case comments;
- Daily follow up with customers on all open/pending SALESFORCE.COM tickets;
- Process part exchange requests (creation of logistic tickets);
- Escalate difficult technical problems to senior engineers and/or Level 2 Support;
- Properly document encountered problems and their solutions in SALESFORCE.COM;
- Enter timesheet data into SALESFORCE.COM and TenRox every week;
- Able to interact with customers from all over the world;
- Able to work on regular night shift (EMEA/AMS time zones), with some flexibility to swap roster.

What you Have to Offer

- Degree/diploma in IT/Electronic/Broadcast Engineering or equivalent
- Minimum 2 years' relevant working experience
- Experience working in a 24x7 support center preferred
- Experience with SalesForce.com will be advantageous

Ready to Apply?

Please email your resume to APAC.jobs@grassvalley.com quoting the Requisition Number and Job Title in the subject line of your email.

-
- Grass Valley offers competitive compensation packages in an energizing and supportive work environment.
 - This job description is intended to describe the general nature and level of work involved for this job. It is not an exhaustive list of all responsibilities, duties and skills required of this job.
 - Grass Valley is an equal opportunity employer and makes employment decisions without regard to gender, marital status, race, religion, colour, age, disability, sexual orientation or protected veteran status.