

Job Description

MSD Technologies is currently looking for a dedicated Technical Support Engineer to join our team in Gurugram. As a Technical Support Engineer, your main responsibility will be to ensure customer satisfaction by effectively resolving technical issues and delivering outstanding customer service. We are seeking a candidate with good knowledge of Mechanical Engineering (thermodynamics and RAC) and good problem-solving abilities, effective communication skills and a good understanding of computers.

If you are passionate about providing solutions and have a knack for problem-solving, we invite you to apply and be part of our dynamic team in Gurugram.

Responsibilities:

- Provide technical support to customers by diagnosing and resolving product-related issues in a timely and efficient manner.
- Collaborate with cross-functional teams to ensure a seamless customer experience and resolution of technical difficulties.
- Document and communicate technical solutions to both customers and internal team.
- Assist in the development of support documentation and training materials.
- Stay up-to-date with product developments and industry trends to enhance troubleshooting capabilities.

How to Apply:

Interested candidates are invited to submit their resume to [email address-msd@msdtech.in] or submit their application on the career page.