Job Notification Form, IIT Delhi

Company Overview

Name: Ubiquiti Technical Services Pvt Ltd

Website: www.ui.com

Company Type: Information Technology

Description: Ubiquiti Inc. is an American technology company based in New York City, Ubiquiti manufactures and sells wireless data communication and wired products for enterprises and homes under multiple brand names

Job Details

Designation: Network Engineer

Type: Information Technology

Place of Posting: Haryana/ Gurugram

Job Details: Company Description
Ubiquiti, Inc is a global technology company responsible for delivering IT solutions for Businesses, Smart Homes, and Internet Service Providers since 2003. To date, Ubiquiti has shipped over 100 million products across various technologies including WiFi, ISP Radios, Security Cameras, VoIP Phones, IoT Devices, and Door Access. We pride ourselves on delivering a highly functional product that is made easily accessible thanks to our keen eye for User Experience. The UI Team is on a mission to Simplifying IT.
For more details, please refer to our website at www.ui.com

Job Description

We are seeking to continue expanding our Technical Support Team with ambitious professionals that are passionate about technology. The ideal candidate is an empathetic and dynamic individual capable of leveraging incoming support requests to determine potential product improvements. You will find yourself continuously learning and growing your understanding of various technical topics. You will also be expected to facilitate our mission of Simplifying IT by communicating complex topics in a simple manner and promoting an easily accessible UI/UX.

Responsibilities include:

1. Provide specialized technical assistance to customers in several areas including WiFi, Security, Routing & Switching, VoIP, and Security Cameras
2. Triage and collect all the information required such as Problem Description, support logs, versioning, network topology for resolution of issue.
3. Own each customer case from initial creation to resolution and work directly with the customers and the escalation teams (as and when needed).
4. Alert teams to high-impact or critical trends.
5. Troubleshoot complex problems with hardware equipment and software applications and recommend corrective action.

6. Provide technical support for all of Ubiquiti's product lines such as the Unifi Network, Unifi Protect, Unifi OS Consoles, Unifi Talk, Unifi Service Provider and many more.
7. Identify trending issues and suggest upstream solutions to enhance the user experience.
8. Use incoming support requests as a basis for product improvements that will prevent repeated future requests
9. Simplify and effectively communicate complex topics to a non-technical audience
10. Effectively prioritize tasks based on what most contributes to our brand values.
11. Stay up to date on Ubiquiti features and technology by attending training, participating in team communication, and keeping up with enterprise and networking trends.

Requirements:

• Technical understanding of the networking industry, products, and protocols.
• Less than 1 year of experience in supporting, troubleshooting and administering the following network protocols and technologies: ARP, DHCP, DNS, POE (IEEE 802.3af/at/bt), Flow Control, ICMP, IPv4 & IPv6, LLDP, SNMP, VLAN (IEEE 802.1q), Wireless LAN (OFDM, 2.4 GHz and 5 GHz radios, Wi-Fi 4,5,6 standards, 802.11a/b/g/n/ac wireless) , VOIP (SIP protocol), VPN, NAT, ACL.
• A passion for technology with a keen eye for User Experience
• Self-discipline and effective prioritization based on brand goals.
• Drive to continuously expand your knowledge of complex topics.
• Excellent customer service skills including empathy and effective communication of technical topics in a simple manner.
• A sense of ownership and accountability.
• Flexibility to work nights and/or weekend shifts.
• Prior experience of technical understanding with networking is a plus

Education:
• Bachelor's Degree in the field of CS, Networking, or IT is desirable OR relevant work experience
• Networking certifications a plus.

Joining By: 31 December 2022

Salary Details

CTC:	1,800,000 INR Per Annum
Gross:	1,800,000 INR Per Annum
Base Salary:	630,000 INR Per Annum
Joining Bonus:	0 INR Per Annum
HRA:	315,000 (min) -385,000 (max) INR Per Annum
Medical Allowance:	15,000 (min) -15,000 (max) INR Per Annum
Other cash benefits part of gross:	840,000 (min) -1,150,000 (max) INR Per Annum
RSUs:	0 INR Per Annum
ESOPs:	0 INR Per Annum

Performance/other bonuses:	0 (min) -0 (max) INR Per Annum
Other cash benefits part of CTC:	0 (min) -0 (max) INR Per Annum

Selection Process

Resume Shortlist:	Yes
Written Test:	Yes
Online Test:	Yes
Group Discussion:	No
Medical Test:	No
Personal Interview:	Yes
No. of Rounds:	4
No. of Offers:	5

Eligibility

Recruiting PHDs:	No
Eligible Departments:	B.Tech in Computer Science & Engineering, B.Tech in Electrical Engineering, B.Tech in Mathematics & Computing, B.Tech and M.Tech in Computer Science & Engineering, B.Tech and M.Tech in Mathematics & Computing, M.Tech in Chemical Engineering, M.Tech in Communications Engineering, M.Tech in Computer Science & Engineering, M.Tech in Computer Technology, M.Tech in Control & Automation, M.Tech in Cyber Security, M.Tech in Integrated Electronics & Circuits, M.Tech in Power Electronics, Electrical Machines & Drives, M.Tech in Radio Frequency Design & Technology, M.Tech in Telecommunication Technology & Management, M.Tech in VLSI Design Tools & Technology, M.Sc in Mathematics, M.Sc in Physics, M.S.(R) in Machine Intelligence & Data Science, M.S.(R) in Applied Mechanics, M.S.(R) in Telecommunication Technology and Management, B.Tech in Civil Engineering and M.Tech in Geotechnical and Geoenvironmental Engineering, B.Tech in Civil Engineering and M.Tech in Water Resources Engineering, B.Tech in Civil Engineering and M.Tech in Structural Engineering, B.Tech in Civil Engineering and M.Tech in Construction Engineering & Management, B.Tech in Textile Engineering and M.Tech in Computer Science & Engineering, B.Tech in Mechanical Engineering and M.Tech in Computer Science & Engineering, B.Tech in Electrical Engineering (Power and Automation) and M.Tech in Computer Science & Engineering, B.Tech in Biochemical Engineering & Biotechnology and M.Tech in Computer Science & Engineering, M.S.(R) in Computer Science & Engineering, M.S.(R) in Electrical Engineering, B.Tech in Mechanical Engineering and M.Tech in Thermal Engineering, B.Tech in Mechanical Engineering and M.Tech in Computer Science & Engineering, M.S.(R)

Mechanical Engineering and M.Tech in Computer Science & Engineering, MCA(A) in Information Technology