



TECHNICAL SUPPORT – XIAOMI

Location: Milan, Italy

About Xiaomi: Xiaomi is a consumer electronics and smart manufacturing company with smartphones and smart hardware connected by an IoT platform at its core. Xiaomi is one of the world's leading smartphone companies, the youngest Fortune 500 company in the world and now entering Europe.

Responsibilities:

1. General knowledge of smartphone and IoT devices. Knowledge about the android system and MIUI features, and basic smartphone hardware repair, is a plus;
2. Be sharp to take the initiative of technical problem information collection.
3. Good technical communication skills with 2B/2C customers;
4. Technical management of repair centers;
5. Data analysis: collect, calculate and analyze product after-sales data, find problems and coordinate with service provider to improve after-sales KPI;
6. Quality interface: take charge of defect clarification, sample collection, software log capture, quality check, critical case support and so on, improve product quality and reduce the failure rate;
7. Cost control: RMA issues for defect units, defect parts analysis. Fake inspection and NTF judgement;
8. Technical tools, bulletins, software implemented: Promote new after-sales repair techniques to service provider, follow up on the implementation, performance and improvements;
9. NPI & Training: In accordance with the new product launch plan, make aftersales technical materials and train to the technicians;
10. Technical evaluation for service partner and engineer: engineer qualification evaluation, daily test, and new service partner technical capability evaluation etc.;
11. Support country service manager to complete the key projects.

Requirements:

1. University Degree in Telecommunications, Economics, Logistics and/or relevant studies;
2. Previous working / internship experience in related field and industry is mandatory;
3. Proficient in Italian, English and Chinese;
4. Great communication skills internally and externally with customers and suppliers;
5. Strong self-motivation, positive attitude and strong sense of responsibility. Strong executive ability, able to carry out related tasks;
6. Experience of international trade, or overseas aftersales spare parts operation and delivery management related will be a plus;
7. Strong sense of customer service and team spirit. Can work under pressure with problem solving skills;
8. Enthusiastic about electronic devices and Mi products.

Send CVs to info@icpn.it with mail subject “Application ICPN x XIAOMI”