

Job Title: Technical Support Trainee

Position Type: Intern

Location: Gurgaon

Starting Date:

Who We Are?

At SOTI, we are committed to delivering best in class mobile and IoT device management solutions. We are looking for out of the box thinkers that appreciate the art of creating great software.

To us, being visionary is more important than doing things the way they have always been done.

What We 're Looking For

Our people are our most important resource. We are looking for a highly skilled Technical Support Associate to become one of them, to make an impact and offer a unique value. If you are eager to prove your understanding of technical and managerial skills, your strong problem-solving abilities in a fast-paced environment and you are willing to learn then we want to hear from you.

What is in it for you?

The People - From our humble origins in our founder's basement, to our industry leading position today, SOTI has worked hard to foster a company culture that we can all believe in. A culture that emphasizes personal growth, continuous innovation, and fun.

The Growth - Our environment fosters new ideas, fresh perspectives, and the ability to take them over the goal line. SOTI is a fast-paced environment with a global reach that encourages you to make your mark and be part of something big!

The Technology - You will get the chance to work with leading edge technologies and take on complex and interesting projects, as part of highly collaborative and agile teams. You will work alongside SOTI's partners which include leading tech giants that will keep you on the cusp of emerging technologies.

What You 'll Do?

- Provide technical support for SOTI's software products
- Work in 24x7 Shifts to support our customers globally
- Investigate issues reported by customers and work collaboratively with internal stakeholders and see through to resolution
- Engage your leads as and when required
- Use various devices to reproduce customer environments to troubleshoot issues further
- Endeavor to respond to all customer requests promptly while improving customer experience

Experience You 'll Bring

- Understanding of the OSI model and computer networking principles (Firewalls, Network Protocols, Subnetting)
- Knowledge of mobile computing platforms (Android, iOS, and Windows)

- Knowledge of Wireless Networking, Active Sync, Certificate Services, LDAP Services, and Network Access Control is essential
- Knowledge of Monitoring, Server backup and networking tools, and best practices
- Understanding of system files like Hosts, and Windows Registry.
- Understanding of Well-known ports and Custom ports.
- Understanding of Digital certificates like SSL/TLS/Cipher Suite, Wild card certificates.
- Good communication, documentation, and soft skills.
- Strong problem-solving abilities, strong team player (i.e. flexible, hard-working, fast-learner, self-motivated, results-oriented)
- Able to plan, prioritize and organize workload, consistently working within service standards and agreed-on objectives
- Ability to communicate technical issues clearly in person, on the telephone, and in written documents
- Strong customer focus and ability to manage client expectations

Competency (Voice or Non-Voice or Blended)

- Blended

Qualification

- Full-time engineering degree: B.Tech CS

About SOTI

SOTI is the world's most trusted provider of mobile and IoT management solutions, with more than 17,000 enterprise customers and millions of devices managed worldwide. SOTI's innovative portfolio of solutions and services provide the tools organizations need to truly mobilize their operations and optimize their mobility investments. SOTI extends secure mobility management to provide a total, flexible solution for comprehensive management and security of all mobile devices and connected peripherals deployed in an organization.

At SOTI, we celebrate the uniqueness of our global teams and are proud to be an equal opportunity workplace. We are curious problem solvers who are committed to bringing the best mobile and IoT management solutions to market. We offer careers with #EndlessPossibilities.

What are you waiting for? Apply today: <https://www.soti.net/careers>

