CASTLES™
TECHNOLOGY

Region	Italy
Job Title	Technical Support Specialist
Reporting To	R & D Manager
Location	Milan

Job Purpose

- As a Technical Support Engineer at Castles Technology, you will play a key role in ensuring seamless integration of payment systems, resolving technical issues, and providing best in class support to clients, prospects and internal teams. This role involves in-depth knowledge of payment technologies and systems, troubleshooting skills, and effective communication to ensure the best customer experience.
- You will be focussing as well on design and implementation to support customers solution implementation on Castles's solutions.

Main Objectives & Activities

Payment System Support:
- Provide products & software development trainings / presentations.
- Provide technical support for payment processing systems, point-of-sale (POS) terminals, and related software applications.
- Troubleshoot and resolve issues related to transaction failures, payment gateway errors, and other payment-related challenges.
- Manage new customers through the boarding process in a timely and smooth manner.

Customer Assistance:
- Build technical solutions or proposals based on customer requirements.
- Assist customers in implementing and configuring payment solutions, ensuring seamless integration with their existing systems.
- Lead analysis and High Level Design on specific product / feature requests in collaboration with the Head Quarter.
- Manage product customization projects
- Update customers regarding Hardware or Software changes made to existing products
- Submit of SDK, demo samples and training material

Issue Resolution:
- Investigate and resolve complex technical issues, collaborating with internal development and engineering teams as needed.
- Analyze logs and data to identify root causes of payment failures and implement corrective actions.

Compliance and Security:
- Keep the customer up to date with payment industry standards and regulations.
- Collaborate with security teams to address and resolve any security-related

concerns in payment systems.

Documentation:
- Create and maintain documentation for troubleshooting procedures, FAQs, and best practices for internal and external stakeholders.
- Contribute to the knowledge base with information on common payment issues and resolutions.

Communication:
- Communicate effectively with clients, both technical and non-technical, providing updates on issue resolution and ensuring customer satisfaction.
- Collaborate with cross-functional teams to convey customer feedback and contribute to product improvement.
- Act as an external spokesperson at client meetings and events.

Testing and Quality Assurance:
- Participate in testing and quality assurance activities for new payment features, enhancements, and system updates.
- Conduct pre-release testing to identify and address potential issues before deployment.

Required Knowledge & Experience

- University degree in Computer Science, Information Technology, or a related field.
- Proven experience in technical support or a similar role within the payment industry.
- Proven experience in development on embedded platforms (Android, Linux)
- In-depth understanding of payment processing systems, POS technologies, and industry standards (e.g., PCI PTS, PCI P2PE …).
- Familiarity with programming languages and scripting for automation is a plus.
- Strong troubleshooting and problem-solving skills.
- Analytical skills, openness for learning new technologies
- Proven teamwork; excellent interpersonal, written and oral communication and presentation skills.
- Must be a very capable communicator and be comfortable working with a wide variety of sales, engineering, operations, customers and business partners.
- Focus on timely execution and customer satisfaction with strong proactivity.
- Ability to work in a cross-functional and cross-cultural environment
- Flexibility in daily activities and availability for occasional travel

This Job Description will be kept under review and may be amended from time-to-time following consultation with the post holder, to reflect organisational needs.

Agreed:

Name _____ Signature _____ Date _____