

<b>Business Unit</b>	Technical Services
<b>Job Title</b>	<b>Technical Support</b>
<b>Reporting To</b>	EMEA Sales support manager
<b>Location</b>	France

#### **Job Purpose**

- Handling of product issues reported by internal & external customers to endeavour to resolve them within a reasonable period. Provide support for key internal business systems like the Terminal Management System & Remedy.

#### **Main Objectives & Activities**

- Ensuring that escalated issues are correctly recorded into the tracking system.
- Identify action plans, regularly report progress and ensure timely resolution of issues assigned.
- Escalating product issues that require hardware or software changes to the respective areas of the Castles Organisation.
- Analyse and make comment on ad-hoc reports for internal and external customer consumption.
- Monitor and communicate on upgrade campaign performance and issues to the business.
- Support Secure Tools & Dev terminal creation processes.
- Ongoing maintenance of Terminal Management systems.
- To manage product releases via the Castles Software loading system ensuring relevant software products are available for dispatch.
- Recommend solutions for problems, co-ordinate and deliver to field.
- Develop and maintain positive customer relations.
- Attend customer meetings and conference calls where required.
- Assist customers with installation and product training enquires.
- Assist in training of new or existing Technical Support staff as directed by the Manager.
- Diagnose and troubleshoot technical issues in Linux and Android platforms
- Ask customers targeted questions to quickly understand the root of the problem
- Track system issues through to resolution, within agreed time limits
- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- Provide prompt and accurate feedback to customers
- Refer to internal or external resources to provide accurate tech solutions
- Ensure all issues are properly logged
- Prioritize and manage several open issues at one time
- Follow up with clients to ensure their systems are fully functional after troubleshooting
- Prepare accurate and timely reports

- Document technical knowledge in the form of notes and manuals
- Work with patterns and project managers to understand end-user needs, requirements, specifications and technical design documents to provide timely and meaningful feedback
- Test new apps and validate modifications to the existing apps, performing regression testing when bugs are resolved
- Communicate with Company partners during testing and certification process
- And any other activity as deemed necessary to support the continued operation of Castles Technology.

#### **Required Knowledge & Experience**

- College graduate (Bachelor in Computer Science or equivalent degree) desired.
- Good understanding of software quality assurance.
- Familiarity with Linux and Android development environment, i.e. GCC/G++, GDB, etc. is an extra
- Ability to diagnose and troubleshoot basic technical issues
- Ability to provide step-by-step technical help, both written and verbal
- Spanish payment knowledge: PUP, Redsys, CECA, requirements and certification.
- SQA and certification EMV and Ctless tools: UL-Collis, ETEC, ICCSym is an extra. Ability to diagnose problems in a logical way and provide corrective action plans.
- Ability to learn, develop and apply knowledge to troubleshooting and problem solving.
- Ability to configure POS terminals and test equipment e.g. Line trace, Smart Spy.
- Good multitasking skills and the ability to prioritise and work to deadlines.
- Excellent organisational skills and attention to detail.
- Good interpersonal skills and be able to communicate confidently and appropriately to people at all levels.
- Experience of Payments and EMV would be highly desirable.

#### **Autonomy and Decision Making Responsibilities**

- N/A

#### **Internal & External Contacts**

- 1<sup>st</sup> / 2<sup>nd</sup> Line Helpdesk, Software Engineering Team, Software Validation Team, Project Management, Business Systems Support Team, Demand Management Team, Sales Team and Global Corporate departments.
- Banks/Acquirers, Independent Sales Organisations, Integrators, Field Engineers and Merchants.

#### **Strategic Implications**

- N/A

Agreed:

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_