


INSTALLATION & PROGRAMMING ASSOCIATE

Services 

Full-Time + Travel [Field Job]

₹

We're seeking an installation & programming associate who is comfortable becoming an expert in all aspects of our products (hardware and software) and providing fluid installation and programming services for Digital Dreams line of smart home products and solutions. The position requires you to interact with customers to provide and process information in response to inquiries, concerns and requests about products and services.

RESPONSIBILITIES

- Installing and programming Digital Dreams products and solutions.
- Assisting and providing technical support to field issues generated by company clients / partners via web, phone, email, chat, forums and on site (when needed).
- Act as main resource for all site technical issues, or complaints by responding to calls and emails.
- Respond promptly to customer inquiries and resolve customer issues.
- Analyze, monitor installation progress.
- Schedule Service Engineers/Technicians intelligently and efficiently.
- Obtain signed installation report & customer testimonial.
- Interact with site in charge, architect or customer rep for site progress and issues.
- Read and understand NCC | Digital Dreams BOQ.




KEY QUALIFICATIONS




- Bachelor's degree in electronics, IT, or related field equivalent practical experience.
- 0-3 years' experience in services programming and installation (Smart home preferred).
- Excellent communication, interpersonal, and leadership skills.
- Ability to work flexible hours, including weekends and evenings, as needed.
- Knowledge of computers and basic electricals is required.
- Knowledge of basic computer networks routers, access points and modem is required.

ADDITIONAL QUALIFICATIONS

- Smart Home Technology awareness
- Avid user of technology in general – PC/MAC, phone apps etc.
- Be well organized, detail & action oriented, & should have business management skills.

BENEFITS + PERKS

- Rewards program 
- Paid time off 
 - We offer paid time off in the form of vacation days, sick days, and/or personal days.
- Start-up culture 
 - Enjoy workplace environment that values creative problem solving.

- Work-life balance 
 - Enjoy flexible work schedules.
- Develop your technology skills 
- Celebrate 
 - Enjoy company success & various festivals together with the team.

