



Placement Opportunity

Undergraduate (BA) student:

Graduate (MA) student:

Reference:	BETATEC Dip Tech - 03
Company Name:	Dip-Tech
Company Type: (Startup/Mature/...)	Mature (Middle market)
Location: (full address)	Atir Yeda 5 Kfar Saba
Stay Duration: (min 2, max 6 months)	6 months

Company Description:

Dip-Tech is the leading provider of digital ceramic glass printing technology, including the world's best digital glass printers and widest color gamut of digital ceramic inks. Dip-Tech has revolutionized digital printing on glass, enabling exciting new capabilities and business opportunities for glass processors by complementing its glass printing machines with customer support and unmatched business development. Dip-Tech glass combines art with functionality, and can be found in the interior and exterior of some of the most iconic structures across the globe.

Job Description and Tasks:

Technical Customer Support Engineer

Provide remote technical support to customers.

Including evening and weekend shifts (from home).

Extensive training for machine acquaintanceship and troubleshooting procedures;

- Problem diagnosis: ask customers targeted questions to quickly understand the root of the problem
- Refer to internal database to provide accurate tech solutions
- Troubleshooting: talk clients through a series of actions, either via phone, email or via remote access to the customer's computer, until technical issue is resolved.
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Taking ownership of customer issues reported and seeing problems through to resolution

Optional - future employment; as a freelance "Field Service Engineer" in Europe.

Essential Requirements:

- *Technical skills; must be able to understand and then explain technical information. (e.g. Engineering students)*
- *Ability to diagnose and troubleshoot basic technical issues*
- *Excellent problem-solving and communication skills*
- *Ability to provide step-by-step technical support, both written and verbal in High level English*
- *Experience as a service provider, customer support or printing companies – is an advantage*

Remuneration Details:

Covering lunch and transportation expenses of the interns.