

Technical Support Specialist (Food Technology)

Gurgaon, Haryana, India

About the Role:

Are you ready to join a team working on next-generation robotic product? If yes, we welcome you to join Zimplistic India Private Limited.

Zimplistic is the invention story of our times. Rotimatic is the flagship product of Zimplistic.

Rotimatic is an IOT enabled kitchen appliance that makes different kind of flat breads.

Check Rotimatic in action here: <https://www.youtube.com/watch?v=M6z6-eq0RT8>

As Technical support Specialist - You will be a part of tech support team working on food tech specific and other technical issues. If you are share passion for technology and believe in giving world-class support experience to our consumers this role is just for you!!

Responsibilities:

- Willing to work in permanent night shift and weekend shift.
- The role involves a mix of Food Tech and Level 3 Technical Support Engineer handles escalations and critical Field issues.
- Troubleshooting Tier 3 field issues by remotely or conduct live call with customer.
- Provide Technical Training to 3 rd Party agents, guidance and always provide at hoc support.
- Support Field Quality improvement projects.
- Designing and conducting experiments and as well as to analyze and interpret data.
- Investigating standards for food quality control and assurance.
- Study methods to improve quality of foods, such as flavor, color, texture, nutritional value, convenience, or physical, chemical, and microbiological composition of foods.
- Responsible for all food tech related escalation queries of customer.
- Support food tech with regular experiments on different recipes.

Qualification/Skills:

- Bachelor/Master's degree in food technology with more than 3 years in Food Industries, relevant
- Open to work in night shift (must)
- Experience in L2/L3 Tech support
- Technical problem-solving skills to drive new ideas and strategies on new product development.
- Should have a meticulous attention to detail, especially with regards to food processing and technology.
- Data analysis experience would be an advantage.
- Candidates should have excellent written and oral communication skills and good team-work abilities.
- Love to interact with the Customers