

FEITIAN CAREER – JOB VACANCY



Feitian Technologies Co. Ltd.

SHE: CN: 300386

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Associate Client Service Engineer

Availability: October 2015

Localization: Sophia Antipolis, Valbonne, France

Business Trips: Zone EMEA

Salary: Based on experience

About Feitian Technologies Co., Ltd:

Established in 1998, Feitian is developing and providing information security solutions to enterprises, banks, education and government institutions. Feitian is the No. 1 supplier in China and the leading supplier for customers requiring solutions for strong authentication, software protection, and smart card applications. Feitian has grown into a world class two factor authentication provider and expanded into many aspects of the Information Security Industry including Mobile and IoT security. Feitian offers a comprehensive product line that includes, strong authentication tokens OTP (One Time Passwords), encryption PKI USB keys, software protection dongles, smart cards as Java Cards and Native PKI cards with proprietary COS and mobile smart card readers. Feitian is registered in Shenzhen Stock Exchange and employs 900 people. Feitian is currently strongly expanding internationally.

Job Description:

Under general direction provides technical support to Feitian customers, answering complex questions on functionality and usage of products via the telephone and/or Internet. Serves as primary support liaison between company and customer. Conveys customer feedback to product development staff. Possesses thorough knowledge of company's products used by customers. Responsible for managing customer expectations and patch deliverables.

Qualification Requirements:

Education:

- o Bachelor's Degree or equivalent education, BSEE or BSCS, MCSE, or equivalent preferred.

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Experience:

- o 2+ years' experience working in a customer support role.

Skills:

- o Good communication skills, both written and verbal.
- o Fluent French or native.
- o Must speak fluent English.
- o Good organizational skills.
- o Ability to learn new technologies in a fast-paced disruptive environment.
- o Computer networking knowledge is beneficial.
- o Technical support skills required.
- o C / C++, .NET and/or JAVA programming knowledge is beneficial.
- o Note: Technical skills vary and are subject to change based on the specific product to be supported.

Essential Duties and Responsibilities:

Include, but are not limited, to the following:

- o Able to respect deadlines in a multitasking environment.
- o Resolves clients' questions or problems over the telephone or Internet in the areas of product usage and functionality and bugs/enhancements
- o Serves as primary support liaison between company and customer
- o Keeps customer informed of how and when problems are resolved
- o Involved in any additional follow up, testing and troubleshooting
- o Responsible for appropriate referral to other support and quality assurance areas
- o Write technical notes, application notes, case studies and solutions
- o Promotes and maintains a high quality, professional, service-oriented company image among users
- o Periodic 24x7 support duties
- o Independently manage time and prioritize tasks to achieve complete customer satisfaction.