

Application Support Specialist - Technical

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Company: Hitachi Automotive Systems Americas, Inc.

Location: Australia

Category: other-general

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Application Support Specialist - Technical Apply locations Fortitude Valley, Queensland, Australia time type Full time posted on Posted 2 Days Ago job requisition id R0048885

Location:

Fortitude Valley, Queensland, AustraliaJob ID:

R0048885Date Posted:

2024-04-16Company Name:

HITACHI ENERGY AUSTRALIA PTY LTDProfession (Job Category):

Communications & Corporate AffairsJob Schedule:

Full timeRemote:

NoJob Description: Mission Statement: The Technical Application Support Specialist will maximize productivity of the CX organization by providing application and technical support to internal CX team and customers. Delivering high standards in every aspect of customer experience while ensuring compliance with company procedures. Working with leadership to oversee creation or enhancement of programs designed to increase customer satisfaction, self-service, and productivity.

Your Responsibility: Acting as a first point of contact and owner of queries and issues raised by the customer. Understand, troubleshoot, analyze, and resolve software issues reported to CX by clients and/or Hitachi Energy implementation staff. Providing consultation, diagnosis, escalation, status reporting and resolution implementation to reported problems.

Investigating reported problems and defects at a detailed level, to enable developers to easily

reproduce and fix software defects. Collaborating with Customer Experience Managers and colleagues to develop and maintain procedures to enable a high-quality support for customers. Mentor team members through difficult issues if appropriate. Develop an understanding of how our customers do business, of what role our products play in that business. Your ability to convey that understanding to anyone, anywhere, at any time will be paramount. You will work individually and within a team of expert software professionals to respond to specific customer needs and be a key liaison to Hitachi Energy software customers. You will work directly with the customers and may occasionally travel to the customer site. Provide an outstanding customer experience – live & breathe client satisfaction maintaining regular and expedite communication with customers, and eventually conducting periodical status meetings. Engage internal cross-functional teams, e.g., product management and development teams as necessary to resolve issues. Ensure that customer enquiries are resolved in a timely manner. Build strong relationships with both customer and Hitachi Energy on-site personnel to help make every customer experience positive.

Liaising with Professional Services' Project Managers to ensure implementation projects receive the necessary support. Building rapport and relationships with customer technical and business contacts. Support our 24 x 7 customers as part of a follow-the-sun support model. Living Hitachi core values of safety and integrity, which means taking responsibility for your own actions while caring for your colleagues and the business.

Your Background: Ability to balance customer requirements with technical complexities, to provide impactful and meaningful solutions to Hitachi Energy customers while adhering to internal support process flow. Define problems, collect data, establish facts, and draw valid conclusions. Combine technical understanding and industry/product knowledge to quickly identify issues and render solutions. Must be able to step back, assess the problem at hand and understand how impactful the issue is to the client; all while keeping the big picture in mind. Knowledge of business processes utilizing products that are used by customers. Read, analyze, and comprehend technical and functional documentation. Knowledge of one or multiple of the following technologies: databases queries, ability to analyze technical logs and diagnostics, scripting. General level of understanding of software solution integrations would be advantageous.

About Us Hitachi brings together the world's greatest minds to help breathe life into new possibilities – and drive innovation for a better future. That's why we look for individuals who share our pioneering spirit, have imaginative ideas and are fearless when it comes to tackling the world's biggest challenges.

Our people love technology – and they love making a difference. They have a passion for finding new solutions and working with brilliant colleagues. Every day they dedicate themselves to a huge range of exciting projects, contributing to the Hitachi vision around the globe.

From engineering new sustainability solutions that conserve water and energy to creating the infrastructure for the smart cities of tomorrow, there's no challenge too great for our pioneers. And there's no shortage of opportunities for you to make a difference.

Come and experience the dynamic, collaborative and creative environments where your ideas are welcome and new discoveries are waiting. To help you grow to your full potential, we strive to support our employees in their career aspirations and promote the freedom to explore new horizons.

Contact Us E-mail us for data privacy inquiries or technical support.

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