

## Customer technical support engineer

**Location:** Kista, Sweden

**General description:** Manage customer technical support and service desk

**Responsible for:**

- After- and pre-sales technical support interface
- On-time customer support
- Technical support desk management (Hotline, RMAs)
- Technical support and services statistics reporting

**Tasks:**

- Communication with the customers on support issues
- Direct first level technical diagnostics
- Contribute to technical documents
- Participate in internal technical investigation
- Manage and keep track of technical support ticketing (Hotline, RMAs)
- Meet customers for technical training or integration support service
- Contribute to product development work packages

**Technical skills (several amongst the below listed):**

- Infrared camera operation (**Highly valued**)
- Electrical schematics
- Video processing
- FPGA programming
- ROIC operation
- Optics

**Non-technical skills:**

- Fluent in English
- Comfortable with conducting dialogue with international customers; orally, in writing and face-to-face
- Didactic technical teaching
- Comfortable with worldwide traveling for support missions
- Good technical writing skills

**Wish to join us? We are eager to hear from you!**

Send your application with the position reference to [hello@ir-nova.se](mailto:hello@ir-nova.se)

Your application will be reviewed carefully by our HR team

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