



Position – Customer Support Technician

Company Description

Roboteam is an established defense robotics company with a proven track record of creating impactful and innovative robotic technologies that saves lives on the battlefield. We have a fun start-up feel with a meaningful mission related to national security and defense worldwide.

We are looking for an experienced, energetic, and motivated Customer Support Representative to join our team. As a Customer Support Representative at our company, you will be responsible for advanced multidisciplinary systems in order to achieve outstanding customer satisfaction.

Responsibilities

- Perform customer support tasks
- Perform all on-site installation, training, repair, and maintenance
- Track and document the progression of the work
- Perform troubleshooting, diagnosing, and identifying all issues
- Suggest and implement solutions
- Collaborate with multi-disciplinary engineering teams
- Maintain relationships and trust with customers and users

Qualifications

- Proven experience as a customer support representative or similar role
- Experience with managing and preserving technical equipment
- Critical thinker and problem-solving skills
- Must be a self-motivated, Team player, and have abilities to guide others
- Great interpersonal and communication skills
- The role will require flights abroad from time to time
- Verbal / Writing / Reading skills – Hebrew and English

Advantages

- Experience with Hardware and Electronics
- Experience with military standards systems
- Experience with UGV systems
- Technical degree or certification

Our Office location: 22 Aharon Bart St. Petah-Tikva

Send your CVs to: Info@robo-team.com