Position: 2nd / 3rd Line Technical Support Engineer suit recent Graduate
Competitive Salary: Dependent upon experience
Location: Singapore

**Tripleplay Services** is a specialist provider of IPTV, video streaming and digital signage software designed specifically for the enterprise market. An opportunity has now arisen for a graduate or experienced 2nd / 3rd Line Technical Support Engineer to join our international support desk team. We offer a truly global environment where there is the opportunity for the successful candidate to thrive, develop and fulfil their potential.

On a day-to-day basis you will provide customer support whilst working in collaboration with engineering and key customer representatives. Specifically, you will respond to ensuring the customer is kept appraised of the progress of the issue.

Having completed your training and familiarised yourself with the product portfolio, you will seek to resolve the majority of problems assigned to you as well as trouble shooting and diagnosing bugs and fixing them where possible.

To be considered for this role, you must have the following:

- Bachelor degree in Computer Science or related field
- Graduate level position or someone with 1+ years of experience
- Unix and/or Linux experience including basic shell scripting, editing config files, XML
- Web technologies such as HTTP, HTML, JavaScript, PHP

You must have a strong attention to detail with an articulate and interpersonal approach. Collaborative and team-oriented, you must have superb problem-solving skills and a fantastic customer focus. You must have good written and spoken English.

Experience of IPTV and video streaming would be beneficial to your application.

We are unable to sponsor S or E Pass holders due to the Singaporean Workers Quota. We are able to accept applications from North Asian Source (NAS) – Taiwan, South Korea, Macau and Hong Kong.

Working hours: 8am – 4.30pm

Please send your CV to careers@tripleplay.tv.
Application deadline 12 October 2018