



CONNECTING THE NEXT GENERATION OF ATHLETES

### **PlaySight –Customer Support Engineer (CSE)**

**Hod Hasharon, Israel**

We're looking for a motivated and enthusiastic Customer Support Engineer to join our team. This role is based out of our headquarters in Hod Hasharon, Israel.

#### **Job Description**

The Customer Support Engineer (CSE) will be reporting to the Customer Support Team Leader. In any case of Customer Support Team Leader absence, the CSE will report directly to the Customer Support Group Manager.

The CSE will be assigned to handle PlaySight customers. It will be the CSE responsibility to ensure the proper work of PlaySight customers' systems. The CSE will handle open Tasks in Freshdesk, answer customer inquiries through company ticket system chat, initiate preventive maintenance activities to the company sites, and will be assigned to any other technical task given by his manager.

#### **About the Role:**

- You will document every work done in the Freshdesk system.
- You will be handling Tier 1 and Tier 2 levels of support, and will participate, as needed, in field activities such as installations, upgrades, site relocations, demos, pilots, etc.
- will take part in the night and weekend 24x7 support activities when needed. These levels of support, include, but not limited to the following activities:
  - Equipment Deployment and installations – prepare in house systems test and ship.
  - Troubleshooting the following - Livestreaming issues, SmartCourt calibration and problems in operating the system, LogMeIn alerts and various configuration issues.
  - Retrieval of system information (e.g. application and services logs, event viewer etc.)
  - Assisting the customer with application and system operation queries
  - Perform ongoing preventive maintenance such as cameras health check
  - Complex system investigations
  - Perform DB queries and updates
  - Perform on site visit as may be required

Should all efforts to resolve the issue have been exhausted within the knowledge held by the CSE, He will escalate the call-in accordance to PlaySight work procedures.

#### **What we Are Looking For:**

- A motivated, passionate, and hungry individual that wants to be part of something big in sports
- Solid English skills - **Must**
- Strong background in Customer Support to Tier 1 / Tier 2 customers - **Must**
- Proven IT capabilities – 1.5 years minimum
- Very good interpersonal skills
- Good familiarity with Windows operating systems
- Experience in working with SQL databases - advantage
- Understanding in Networking and peripheral equipment (Routers, Switches, Firewalls)
- Other languages – Russian an advantage
- Willingness to frequently travel

#### **How to Apply:**

Send your resume with a letter covering why you are the best candidate to Nir Maayan (nir.maayan@playsight.com).