



Address : Units 501-502, Building 12W
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New Territories, Hong Kong
Phone : +852 3905 1880
Fax : +852 3695 0820
Email : info@p2wt.com
Website : www.p2wt.com

Job Posting #: 1702082

Job Title: Technical Support Specialist

P2 is a leading wireless mesh technology company offering flexible and expandable network solutions for bandwidth-demanding applications and mission-critical infrastructures. P2 revolutionized the way devices are connected. MeshRanger, our flagship product is ingeniously engineered with our patented MeshInfinity Technology to create "Smart Virtual Fiber" that eliminates the constraints of extensive fiber optic cabling to enable an easy and rapid deployment. P2's flexible mesh architecture provides high bandwidth, low latency and self-healing connection that meets the most demanding connectivity requirements. P2's wireless mesh network is crafted for simple setup and robust transmission almost anywhere.

Position Summary:

The candidate will be responsible for the pre-sales, design and after-sales support of P2 Wireless products and business.

Job Duties:

- Provide customer support for provisioning of wireless connectivity solutions including assignment of jobs and ensure links are successfully commissioned by following on any escalations to back room support for resolution.
- Closely monitor and track field engineer/channel partners to ensure successful completion of the provisioning job.
- Handle customer service hotline and provide first level of support in a professional, courteous and efficient manner.
- Resolve customer queries efficiently and provide alternatives, recommendations as well as escalation to the back room support staff.
- Takes ownership and follows through to close the loop on each customer interaction.
- Response for the technical support of pre-sales and after-sales activities of P2 Wireless products.
- Prepare solution proposals, cost estimates, project plans for sales proposals and statements of work.
- Design and prepare proposal/offer after on-site study.
- Perform basic on-site service.

Requirements:

- Higher diploma or above in Computing/ Information Technology/ Telecommunications/ Electrical & Electronics Engineering or related discipline.
- Candidate who possess knowledge of Computing Networking and Wireless technology concepts has an added advantage.



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- Customer focused with a strong analytical problem-solving mind.
- A good team player with excellent interpersonal and communication skills.
- Willing to learn and take up new assignment & challenges.
- Good command of both spoken & written English and spoken Chinese.
- Fresh graduates are encouraged to apply.
- Job Location: Hong Kong.

If you are interested to join us, please forward your resume to jobs@p2wt.com.