Job Description

We are looking for **System Support Engineer** to join our team at DeltaFrontier **in Singapore**. An innovative Singapore-based company, DeltaFrontier is a fast-growing value-added solution partner providing cutting-edge technologies in the AI and IoT industry. As a regional distributor, we strive to be a leading new technology solution and product supplier.

Why DeltaFrontier?

DeltaFrontier's success is attributed largely to the highly skilled staff we employ and the professional service we provide, allowing us to expand speedily in this region. Our team is the driving force of the company, forging ahead to accomplish its mission and vision. Consisting primarily of proactive, accountable and creative talents with hands-on experience, you can learn from our MNC-background team to support various pre-and post-sales projects.

- You want the primary responsibility of supporting sales growth initiatives across South East Asia.
- You are passionate about new technologies and high growth in the upcoming years.
- You love working in a startup environment and can take responsibility in critical projects.

Responsibilities

- Leads, determines solutions/course of action and resolves complex and significant software problems and related hardware product problem in direct contact with customers.
- Provides pre- and post-sales support and audits custom end user installations for all DeltaFrontier product lines.
- Provides feedback to Product Management and Engineering on Product Roadmap and product requirements.
- Diagnose, troubleshoot, and resolve issues by questioning customers about the issues they are facing in a detailed fashion so that they understand the nub of the problems.
- Engineers design systems to meet the particular requirements of their organization or clients.
- possess the ability to learn and work on changing and emerging technologies.
- follow standard procedures of their organizations to resolve issues by escalating them to the relevant internal departments.

- provide accurate feedback to customers promptly.
- ensures proper logging of all issues.

Requirements

- Bachelor's degree engineering/computer science etc.
- Minimum 3 years' of working experience
- Understanding of Windows and Linux operating systems
- Experience in the systems engineering industry.
- Knowledge of MS Windows Server and basic PC hardware structure.
- Knowledge of TCP/IP, Network Structure, Firewall, LAN and VLAN.
- Understanding of IT communication protocols, such as: SNMP (v1/v3), Modbus/ModbusTCP, SMTP, HTTP/HTTPS (SSL/TLS), and FTP/SCP
- Passion for artificial intelligence/physical security and digital transformation solutions visitor management system, business intelligence and IoT sensor
- Knowledge physical security system (Milestone, Hikvision etc..)
- Possess strong interpersonal communication skills with the ability to communicate technical concepts clearly and effectively.
- Skilled in design documentation (e.g., schematics, flow charts, topologies and metrics).
- Knowledge and experience in Data Centre system such as BMS, DCIM etc
- WSH certificate working at construction site is a big plus

What we offer

- A great team and culture with an MNC-background management team.
- Competitive salary and benefits.
- High growth opportunity for career development.
- Colleague recognition awards.
- Regional business travel expansion.

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