

Technical Support Engineer- IPT Powertech

IPT Power Tech Group delivers specialized solutions to the power, industrial and telecom sectors in the Middle East, Africa, and neighboring countries.

Location: Beirut

Major: degree in Mechanical Engineering, Electrical Engineering, or any related field

Experience: 0-2 years of experience with strong understanding of electrical theory, wiring diagrams, schematics, and troubleshooting techniques.

Major Responsibilities:

- Offer clear troubleshooting support to users facing technical issues
- Identify and solve hardware and software problems, referring complex cases to senior staff
- Assist in setting up and maintaining software and hardware, ensuring optimal performance
- Address customer queries promptly via phone, email, or chat, maintaining professionalism
- Track customer feedback and strive for continuous service improvement.
- Engage in QA activities to uphold high standards in technical support services.
- Coordinate with development and QA teams to streamline issue resolution

How to Apply:

Kindly send your CV and contact the Career Services Center, E-mail:
career.services@balamand.edu.lb, Ext. 7801; 7802