



Technical Support Specialist

Ref. TSS_IN_2411

Location: Mumbai, India



Company Overview

Carlo Gavazzi is an international group active in designing, manufacturing, and marketing cutting-edge electronic equipment.

Our product portfolio includes sensors, solid state relays, energy meters, energy management systems, monitoring relays, soft starters, timers, safety devices and fieldbus systems.

We provide innovative automation solutions for the global markets of **industrial and building automation** across Europe, the Americas and Asia-Pacific.

With a network of 23 own sales companies and over than 60 independent national distributors, Carlo Gavazzi is at the forefront of automation technology.

We are looking for a **Technical Support Specialist** to join our dynamic team in **India**. This role is perfect for someone passionate about resolving technical queries and providing exceptional customer support.

Position Overview

As a **Technical Support Specialist**, you will play a key role in delivering technical and support to customers. Your responsibilities will include managing projects, answering technical inquiries, providing product information and collaborating with key internal stakeholders.

You will report to the **Business Head - India** and work closely with the Product Manager, Customer Service Manager, and Sales Team.

Key responsibilities

- **Customer Technical Support:**
 - Respond promptly to customer technical inquiries.
 - Diagnose and resolve technical issues, providing efficient and clear solutions.
 - Simplify complex technical concepts for easy customer understanding.
- **Product & Service Information:**
 - Provide detailed, informative support on our products and services.
 - Highlight the benefits of our offerings and assist customers in making well-informed purchasing decisions.
- **Collaboration with Internal Teams:**
 - Work with the sales team and product managers to understand applications and provide solutions.



Qualifications & Requirements

- Min 7 years of experience in a similar technical support within the automation or electromechanical sector.
- Strong technical knowledge in automation, with the ability to quickly understand new products and technologies.
- Familiarity with key communication protocols such as Modbus RTU/TCP and M-bus.
- Excellent written and oral communication skills.
- Ability to explain complex technical concepts in a simplified, customer-friendly manner.
- B. E / B. Tech / Equivalent in Electrical / Electronics / Auto.
- Proficiency in Microsoft Office (advanced Excel skills required).
- Ability to explain complex technical concept in a simplified way.
- Proficiency in English is required. Knowledge of regional languages (e.g., Hindi, Marathi, Tamil, etc.) is a plus.

Why join Carlo Gavazzi Team?

- Be part of a fast-growing company working on cutting-edge products that make a difference in the world of automation.
- Carlo Gavazzi offers excellent opportunities for personal and professional growth. You will have the chance to expand your skills and knowledge in a global environment.
- Join a passionate team of professionals and collaborate with colleagues who share your enthusiasm for technology and customer service.
- We offer a competitive salary package along with a range of benefits.
- Carlo Gavazzi is proud of its achievements and strives for excellence in everything we do. Your contributions will help drive our continued success.

How to apply

Please send your CV to GlobalTalent@carlogavazzi.ch or Heena.Waghela@carlogavazzi.com.sg indicating the role as reference you are interested in.

Browse our website (www.gavazziautomation.com) or visit our [LinkedIn page](#)

Carlo Gavazzi Data protection notice

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