GREETINGS FROM GTROPY!

We have exciting openings in the **IT Support Team** and we like your profile!
If you are interested and can join us in a very short notice, we would like to meet you this week at your office.

GTROPY CONTROL CENTER ADDRESS:

GTROPY 75-76, 1st Floor,
Sri Aurobindo Marg, Adhchini
Above Allahabad Bank,
Nearest Metro- Hauz Khas.
New Delhi – 110017

Email: cv@gtropy.com
More Info: www.gtropy.com

About Us: Gtropy is a renowned brand ventured by a passionate team from the world's most eminent institutions. We are dedicated to the field of GPS Based Fleet Management Solutions and its exhaustive Data Analytics. Proficient in providing valuable solutions, we cater to diverse clients from all verticals. Our aim is to set benchmarks for analytics in the Logistics Industry in terms of imparting avant-garde solutions, high-quality services, and seamless support to our customers.
Progressively we have established ourselves as one of the most trusted GPS Vehicle Tracking Solution providers among our esteemed partners and well-satisfied customers. As of now, we have 1,00,000+ Live vehicles to our credit with quarterly growth of 40%. Our gigantic network of 350+ partners reflects our success story.
Gtropy has an array of solutions for every Industry type in the Logistics domain that help in the management of Logistics Operations, Passenger Transportation, Fleet Management, Supply & Distribution as well as pickup and drop services.

Software Support

Responsibilities

- Troubleshoot application, software and GPS hardware related issues and determine the root cause for the issues.
- On call and onsite training assistance to Gtropy clients.
- Work on defined SLAs to ensure that our client receives the best of the services.
- Provide minor enhancements discussion closure and technical support to Gtropy clients.
- Able to work on support tickets & email requests.
- Work with development to forecast severity of issues and throughput for fixing issues across teams.
- Manage and prioritize multiple work requirements to meet deadlines by working independently.
- Provide 24×7 technical support to all production practices on holidays and weekends on a rotational basis.
- Maintain awareness of issue status after handing off to other teams.
- Provide root cause analysis as required internally.
- Conduct on-field and on-site proof of concepts.
- Perform business analytics on the client business KPIs and present to the client management.

Requirements

- Bachelor's degree in Computer Science, Information Technology, Electronics & Communication and related fields.
- GPS, Telematics industry understanding.
- Good communication both verbal and written.
- Good hand on the MS Office.
- Knowledge of monitoring tools, alert escalation, customer and other stakeholder management.
- Proficiency in troubleshooting, root-cause analysis, SLA adherence and metrics reporting for small and large customers.
- Knowledge of monitoring tools, alert escalation, customer and other stakeholder management.