

Technical Support Engineer

The Role

Technical Support Engineer (TSE) partner with customers to ensure their success through deep technical knowledge of NI Products, Platforms and Systems. TSEs respond to and anticipate technical needs to help maintain or accelerate our customers' development schedule, building customer loyalty and gaining a reputation as trusted technical partners. TSEs advocate for our customers recommending Platform and System improvements to R&D, providing customer insight to sales, and make sure NI is ready to support new Products and Systems.

Key Performance Objectives

- Resolve technical issue for customers across all tiers.
 - Resolves customer's technical issue during installation, implementation, and/or maintenance of NI products and platforms.
 - Responsible for researching, replicating, performing customer's root cause analysis and providing solution to customers within SLA time frame.
- Build team and customer technical proficiency
 - Identifies and anticipates technical gaps within the organization and works with management to build that product, system or technical expertise.
 - Educates customers through training and technical support engagements. Guides customers through basic product startup, application troubleshooting, and/or maintenance of solutions.
- Advocates for the customer experience within the company
 - Provides customer experience improvement feedback to relevant functions.
 - Reports design, reliability, or maintenance issues or bugs to R&D that arise during single incident support interactions.
 - Escalates complex technical issues internally to the appropriate group while maintaining ownership of customer interaction.
- Enable customers to self-service
 - Captures and documents knowledge to enable self-service resolution. Learns and adopts Knowledge-Centered Service (KCS) methodology.
 - Enables customers to self-service by creating and editing Knowledge based articles.
 - Utilize previously acquired technical experience to become actively involved to resolve problems.

Basic Qualifications

- Bachelor of Engineering or Computer Science required (Graduating student), preferred bachelor's in electrical engineering, Mechanical Engineering, Computer Engineering, or Computer Science.

- Proficiency in one or more programming language is required. (LabVIEW experience is preferred)
- Availability to travel in Korea

About National Instruments

For 40 years, National Instruments has worked with engineers and scientists to provide answers to the most challenging questions. Through these pursuits, NI customers have brought hundreds of thousands of products to market, overcome innumerable technological roadblocks, and engineered a better life for us all. Historically, National Instruments has been a top 100 employer of choice as ranked by several different sources. Here's a snippet of some of our core industry leadership.

Watch Video: [40 Years of NI Success](#)