Customer Support Engineer　(Location Shenzhen/Guangzhou)

Company Background:

Founded in 2015, Fano Labs is a spin-off from the University of Hong Kong specializing in developing speech recognition, speaker diarization, speaker verification, and natural language processing technologies for multilingual environments. Fano Labs is headquartered in Hong Kong Science Park with offices in Shenzhen and Singapore. From analysis to automation, our language AI solutions empower enterprises to drive operational efficiency in customer service, compliance, and various lines of business.

Fano Labs develops an award-winning AI Interaction Analytics Platform – Callinter. It enables enterprises to enhance their Automatic Quality Management and Sales Compliance processes. By analysing voice calls, emails and live chats, Callinter enables businesses to gain a holistic view of their customer interactions more efficiently and effectively. Callinter applies to sales compliance and risks detection; business insights and sales opportunity discovery, and churn detection. Our solutions have been widely adopted in 40+ banks and FSIs, telecom, utilities, government and public sectors.

For more information about our solutions and organisation, please visit www.fano.ai

Position Summary:

As a Technical Support Specialist/Manager, you will be the first point of contact for our clients, providing exceptional support and guidance for our products. You will troubleshoot issues, answer technical queries, and work closely with our engineering team to resolve complex problems.

Key Responsibilities:

- Provide first-line support to clients via designated email, chat, and phone.
- Diagnose and resolve technical issues related to software and applications.
- Assist clients in understanding and utilizing our products effectively.
- Create and maintain documentation for troubleshooting procedures and FAQs.
- Collaborate with the engineering team to escalate and resolve complex issues.
- Conduct training sessions for clients on product features and updates.
- Gather client feedback and communicate insights to product development teams.
- Stay updated on product features, industry trends, and best practices in AI technology.

Qualifications:

- Bachelor's degree in computer science, Information Technology, or a related field.
- 5+ years of experience in technical support or customer service, preferably in the software or AI industry.
- Strong understanding of AI technologies and applications.

- Excellent problem-solving skills and attention to detail.
- Ability to communicate complex technical information clearly and effectively.
- Experience with support ticketing systems and remote troubleshooting tools.
- Familiarity with programming languages (e.g., Python, Typescript) is a plus.
- Familiarity with Kubernetes, Linux, Database is a plus
- Strong interpersonal skills and a commitment to customer satisfaction.