# Technical Customer Service Specialist (m/f) – IoT Air Quality Solutions / 100%

## About IQAir

**IQAir AG is a worldwide leader in measuring and improving air quality. We help people lead longer, healthier lives by protecting them from air pollution and allergens at home, at work and on the go. At our Swiss Technology Center we develop and produce IoT air measurement devices and air purification systems for private, public and clinical applications. Our customers are governmental agencies, schools, medical facilities, Fortune 500 companies, embassies and health conscious individuals in over 100 countries. Our mobile air quality -app AirVisual and air quality data platform is used by over 50 million people around the globe.**

In this role, you will provide technical expertise before and after the sale, supporting customers, partners, and the sales team in the selection, deployment, and ongoing operation of our IoT air quality and purification solutions.

You will act as a trusted technical advisor — from first customer contact through commissioning, troubleshooting, and optimization.

## Your Tasks

**Pre-Sales (Technical Support)**

- Support incoming inquiries with technical consulting

- Analyze customer requirements related to indoor air quality, filtration, and monitoring

- Recommend suitable hardware, sensors, and system architectures

- Prepare technical proposals, system designs, and documentation

**After-Sales & Service**

- Support customers during installation, commissioning, and system setup

- Provide remote and on-site technical support for hardware, firmware, and cloud platforms

- Diagnose and resolve issues related to IoT connectivity, sensors, data accuracy, and device performance

- Coordinate repairs, replacements, and software updates

- Train customers and partners on system usage, dashboards, and maintenance

**Product & Feedback Interface**

- Act as a link between customers and internal teams (R&D, product management)

- Collect and document field feedback, recurring issues, and improvement opportunities

- Support testing of new features, firmware releases, and hardware revisions

## Our Requirements

- Technical education in electronics, engineering, IT, environmental technology, or similar

- Experience in technical pre-sales, field service, or technical customer support

- Basic understanding of: IoT systems and cloud platforms; Sensors (e.g. PM2.5, $CO_2$, VOC, temperature, humidity); Networking concepts (Wi-Fi, Ethernet, cellular, MQTT, REST APIs)

- Ability to explain complex technical topics to non-technical customers

- Strong problem-solving and communication skills

## Our Offer

- A role at the intersection of technology, sustainability, and customer impact

- Direct involvement with cutting-edge IoT and sensor technologies

- Competitive salary and benefits

- Flexible working arrangements

- Remote work from the UAE or Eastern Europe

- Opportunities to grow into product management, solutions engineering, or technical leadership

## Place of Work

Remote work from the UAE or Eastern Europe

**Jetzt Bewerben**