

GLOBAL TECHNICAL SUPPORT LEADER

THE COMPANY

August Robotics is an international startup which builds **application-specific robots** to automate workflows for businesses. We believe in the potential for **humans and robots to collaborate, co-operate**, and aspires to be at the forefront of the coming “robotics revolution”, and has numerous robotic product lines across different sectors of the economy.

August Robotics is now accelerating the development of our next generation of revolutionary robotic products and is expanding its global team. The **Global Technical Support Leader** role is based in our Shenzhen office, with regular international travel to our international offices and international client sites.

RESPONSIBILITIES

The Global Technical Support Leader will provide high-quality technical support to August Robotics’ global operations teams, ensuring issues are resolved efficiently and technical competence is built across all regional offices. This hands-on role combines troubleshooting, training, and continuous improvement, alongside close collaboration with R&D and operations to enhance product performance and customer satisfaction.

- Provide **first-line technical support** for global operations teams, leveraging the expertise of our technical team in Shenzhen and around the world
- **Train our company’s international teams** in advanced debugging and independent problem-solving
- Deliver **product training and maintenance services** for clients in the APAC region, and occasionally also for international (EU & USA) clients as well
- Develop internal training materials and maintain a **global technical knowledge base**
- Provide field-based feedback to R&D to **improve product design and reliability**
- Manage global spare parts inventory to ensure optimal availability

OUR OFFER TO YOU

- **An exciting entrepreneurial** environment with broad development opportunities and strong career growth
- **Outstanding training and professional development opportunities** to accelerate your career in robotics
- **Leadership experience** in the rapidly growing robotics and AI industry

YOUR SKILLS

You **must** have:

- At least of 3-5 years of experience in **technical support, field service, or similar roles** in a robotics, automation, or high-tech product environment.
- **Bachelor’s degree or higher** from a top Chinese university (must be a “985” university, ideally “C9”), or an overseas graduate in robotics, automation, mechanical engineering, electrical engineering, computer science, mechatronics, control engineering, or other related fields.
- **Strong troubleshooting and diagnostic skills**, with a methodical, solution focused approach.
- Ability and eagerness to quickly learn new skills
- Experience in creating **technical documentation and training materials**.
- Excellent **written and verbal communication skills in English**; additional languages are a plus.
- Proven ability to **collaborate effectively with cross-functional and international teams**.
- Strong **interpersonal skills** to work across cultural and geographical boundaries.
- **Willingness and ability to travel internationally**
- Ability to work independently and **manage multiple priorities across time zones**.
- A **customer-centric** approach to communicating solutions, building trust with both internal teams and end clients.

In addition to the above requirements, ALL of which you must demonstrate to be considered for this role, the following skills are helpful but not required:

- Experience in an early/mid stage start-up
- Existing visa or visa-free access to the USA and/or Western European countries is advantageous
- Familiarity with ROS is extremely advantageous

HOW TO APPLY

An attractive remuneration package will be available to qualified candidates. To apply, please send your CV and cover letter to employment@augustrobotics.com.

The future is now waiting for you – and we hope to be welcoming you soon as part of our international team.