

Worldwide Service Job Description

Technical Support Engineer (TSE)

Department

24 x 7 Technical Assistance Center within the Worldwide Services organization

Requirements

A university degree within telecommunication. Other engineering degrees might be considered.

Position Description

- Work as a member of the 24x7 Technical Assistance Center supporting our global customers.
- Provide telephone and email support assisting customers with resolving complex hardware and software problems.
- Utilize lab systems to replicate problems and present findings to engineering for acceptable workarounds or code changes necessary to resolve issues.
- Deliver transaction quality; implement process improvements and related objectives necessary to provide the highest service as efficiently and reliably as possible to maintain or improve customer satisfaction.
- Respond in a timely manner to customer issues; provide clear communication of problem status; drive problems to resolution. Be courteous and professional.
- Track all customer engagements in our CRM system. Keep accurate detailed notes of customer communications and steps taken to resolve customer issues.
- Authorizes product returns (RMA's) through established company policy and guidelines.

Skills and Experience

As an individual in this position, you must have the ability to communicate effectively, both written and oral in English and Spanish, with the ability to converse with Customers, Engineering, Management and other Support team members at a technical level. You must be self motivated and organized with the ability to manage multiple customer cases and respond in a professional, timely manor. You must be able to prepare detailed technical and operational documentation covering, product issues, customer case information, product stability and serviceability recommendations as well as process and procedural changes. Your ability to work with customers under a variety of circumstances and pressures, yet understand and meet customer expectations is fundamental. The candidate should have the following:

- Demonstrated ability to take initiative in identifying and successfully resolving technical problems at customer sites via phone, email and remote access.
- Working knowledge and experience with the following technologies is required:
 - Networking - Ethernet, routers, switches, hubs, TCP/IP, CIFS, and NFS.
 - Operating system – Linux & Unix, with Windows Active Directory.
 - Audio/video compression formats - MPEG-2/MPEG-4 H.264/AVC a plus /DVB.
 - Storage - NAS, SAN, Fiber Channel, RAID groups, and volumes.

Location

Based in Alicante.

Work hours

Will work as part of a 24/7 shift rotation which will include national, regional and local holidays, weekends and nights. 40 Hours per week