

## **Experienced Customer Support Engineer**

Customer Support Engineer to join some of the industry's brightest minds in developing and deploying today's most advanced Internet technologies. The ideal candidate demonstrates an aptitude and appetite for learning new technologies, evidenced by the ability to expand upon core knowledge. This is a great opportunity for someone with patience and an empathetic view of the customer to hone their skills and advance their career providing value to customers while working with an industry leader in networking technology. Business impact of this role is major.

### **Responsibilities:**

- Provide second line phone/email/fax consultation to independently debug complex product problems.
- Acts as a focal point for account network problem resolution.
- Works independently, receiving minimal supervision, with no instruction on routine work and general instruction on new assignments
- Works on problems of diverse scope where analysis requires evaluation of identifiable factors.
- Applies known solutions to solve problems.

### **Requirements:**

- CCNA certification preferred
- Typically requires BS in a technical field (CS/EE preferred) or equivalent plus 3-5 years related experience. Deep knowledge of telecommunication systems and network environments.
- Ability to analyze, use and configure enterprise/SP networks.
- Ability to apply advanced technical principles, theories, and concepts.
- In-depth Knowledge of Routing Protocols BGP, OSPF, MPLS, and in depth understanding of QoS
- Strong knowledge in all other areas of: IP internetworking, LAN Switching, Optical, Wireless
- Knowledge of troubleshooting Cisco ASR1k, Cisco ONS, Cisco 39xx/38xx, Cisco ME 36xx platforms is preferred.
- Solid understanding of business process and requirements.

- Troubleshooting skills and architecture knowledge of platforms listed is a big plus.
- Perform installation, turn-up and testing of network transmission systems which include, but are not limited to SDH multiplex, Digital Cross-Connect Systems, channel banks, digital loop carrier, smart jacks, synchronization equipment and data communications equipment. This activity will be conducted at Central Office Locations, POPs, and customer premise locations.
- Develop and utilize operations and maintenance procedures of network transmission systems equipment.
- Maintain network equipment; responsible for troubleshooting and correcting network transmission equipment problem, deficiencies, and system issues using network transmission equipment.
- Excellent written and verbal communication skills.
- Strong technical presentation skills, strong people skills. Be able to multi-task.
- Ability to work successfully as a team member in a cross-functional matrix environment.
- Ability to serve on-call occasionally is required. On-call compensation provided.
- Cisco accreditation highly desired, and will consider years and experience.

#### **Deliverables:**

- Will provide technical support to partners and/or customers for Internetworking technologies, products, and/or solutions.
- Will typically be responsible for resolving moderately to highly complex technical problems, depending on the customers' need.
- Will simulate technical problems in lab environment.
- Will share his/her knowledge with other people in writing technical documents and enlarge the knowledge database.
- Will provide internal and/or external technical presentations (cross-training).
- Will work closely with his colleagues to achieve common goals.
- Will strive to technical excellence and expertise.
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**Essential Soft Skills:**

- Autonomous worker with team spirit
- Eager to learn. Technical aptitude to assimilate new learning quickly
- Excellent written and verbal communication skills
- Flexible: very able to adapt to a changing environment
- Out-of-the-box thinker
- Able to take initiative and drive change
- Performs well under pressure and in disruptive environments where priorities can change in response to customer demand
- Capacity and passion to the customers. Good customer engagement
- Team player

**Industry or Sector Experience:**

Prior experience in a technical support capacity (advantageous).

Prior experience of high-level technical problem solving (essential)

**Education:**

BE in Computer Science or equivalent recommended

Cisco and other relevant technical certification