

TITLE: Level 2 Support Engineer
Department: Support Operations

Position Description

The Level 2 Support Engineer provides quality support for Calabrio's customers. This includes receiving product inquiries; answering questions of varying complexity; and resolving problems for direct end-users of the products as well as for engineers from channel partners.

Position Expectations

- Perform complete and accurate entry of information into CRM
- Provide general product information, configuration support, collection of relevant technical problem identification information, and filter non-technical problems from technical problems
- Review manuals, release notes, and patch documentation for possible issue resolution
- Verification of compatibility matrix's that are appropriate
- Provide customer with status updates and ongoing communication
- Provide problem isolation and product specification defect determination
- Lab simulation of problem reported and interoperability testing if appropriate
- Action plan creation and description based on information gathered during problem isolation
- Enable debugging during isolation of problem to capture failure mode and analyze trace logs associated with failure mode
- Provide technical assistance to all Calabrio customers for all products sold by Calabrio or Calabrio's Reseller partners.
- Act as On-Call Support in a rotation during evening and weekend hours.
- Open trouble tickets on an automated help desk system.
- Perform complete, accurate, and timely entry of information into CRM for all cases worked on.
- Execute a detailed problem escalation procedure within Calabrio and with other external system providers.
- Provide status to the Calabrio management, the customer, Calabrio sales and external system providers support staff as necessary.
- Utilize remote secure access technologies such as VPN to diagnose and resolved customer issues.
- Support Deployment Engineers and Application Consultants when they are on site and act as a liaison to appropriate engineering resources during installation or upgrades

- Employ methodical problem resolution techniques to remotely diagnose hardware and operation system end applications using diagnostic utilities.
- Meet service level agreements set by the Support Manager

Core Competencies

- Excellent troubleshooting and analytical skills.
- Excellent verbal and written communication skills.
- In depth knowledge of products and systems they integrate with
- Able to manage difficult and stressful customer situations
- Must possess attention to detail and a sense of urgency
- Capable of simultaneously managing several tasks

Education/ Experience

- 3-5 years of customer service experience and experience with contact center technologies from leading IP telephony vendors such as Cisco, Avaya, or Nortel (i.e. agent desktop, IP-IVR, instant messaging, workforce management, call recording).
- Four-year technical degree
- CCNA/CCNP/MCSE preferred

To apply for this career opportunity please go to this link: <https://home.eease.com/recruit/?id=490507>

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