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LEVEL 1 TECHNICAL CUSTOMER SUPPORT ENGINEER

POSITION SUMMARY

A Level 1 Support Engineer is a mediator for engineering and customers. The L1 customers include technical assistance center (TAC) organizations and product managers. They are the escalation point between a TAC organization and software engineering. When the TAC escalates an issue the L1 is responsible for making sure all customer issues are addressed in a timely and efficient matter.

CORE EXPECTATIONS

- ∞ Perform complete, accurate, and timely entry of information into CRM for all cases worked on
- ∞ Consistently logged into Calabrio's ACD while on shift or scheduled for calls
- ∞ 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 technical assistance to all Calabrio customers for all products sold by Calabrio or Calabrio's Reseller partners
- ∞ Act as On-Call Support or escalation contact in a rotation during evening and weekend hours
- ∞ Open trouble tickets on an automated help desk system
- ∞ Provide status to the Calabrio management, the customer, Calabrio sales and external system providers support staff as necessary
- ∞ Follow established escalation procedures
- ∞ Follow all communication policies and CRM workflows
- ∞ Utilize remote secure access technologies such as VPN and WebEx 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 or Director
- ∞ Occasional travel may be required to customer sites
- ∞ Other core expectations will be defined by your direct supervisor/manager

CORE COMPETENCIES

- ∞ Excellent troubleshooting and analytical skills



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- ∞ 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
- ∞ Other core competencies will be defined by your direct supervisor/manager

WORKING RELATIONSHIPS

- ∞ Report to a manager or higher
- ∞ Work closely with peer engineers, team leads and other employees and departments within the company
- ∞ Direct work with customer and partners

EDUCATION/EXPERIENCE

- ∞ 1-3 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

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture. To learn more about our company please visit: www.calabrio.com.

To apply to this career opportunity follow this link:
<https://home.eease.adp.com/recruit/?id=486179>

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