

## Level 1 Technical Customer Support Engineer

To apply for this position, click [here!](#)

A Level 1 Support Engineer is a mediator for engineering and customers. They are the escalation point for customer reported technical issues. The L1 is responsible for making sure all customer issues are addressed in a timely and efficient matter.

### WHAT PROBLEMS WILL YOU BE SOLVING?

- 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
- Follow established escalation procedures
- Utilize remote secure access technologies such as VPN and WebEx to diagnose and resolved customer issues
- 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

### WHAT SKILLS WILL MAKE YOU SUCCESSFUL?

- Excellent troubleshooting and analytical skills
- Excellent verbal and written communication skills
- 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
- IP Telephony experience beneficial

### WHAT IS REQUIRED FOR YOU TO APPLY?

- 1-3 years of technical customer service experience
- 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) preferred
- Two-year technical degree required four-year degree preferred

### WHAT VALUES ARE IMPORTANT TO CALABRIO?

- Collaboration amongst teams
  - Open communication across the company
-

- Ambitious
- Accountable
- Customer Success

Calabrio, Inc. is an Equal Opportunity Employer that values diversity at all levels. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, age, sexual orientation, gender identity, disability or veteran status.

Find news and information at [www.calabrio.com](http://www.calabrio.com) . Follow [@Calabrio](https://twitter.com/Calabrio) on Twitter. Copyright © 2017 Calabrio, Inc.

---