

## Technical Customer Support Engineer – Level 3

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

A Level 3 Support Engineer is a mediator for engineering and customers. They are the escalation point for complex customer reported technical issues. In addition, the L3 Support Engineer provides subject matter expertise and internal support. The L3 is responsible for ensuring all customer issues and internal escalations are addressed in a timely and efficient manner.

### WHAT PROBLEMS WILL YOU BE SOLVING?

- Review manuals, release notes, and patch documentation for possible issue resolution – including verification of product and platform compatibility
- Provide in-depth technical assistance for all Calabrio customers on all products sold by Calabrio or Calabrio's Reseller partners
- Provide problem isolation and product specific defect determination
- Perform Lab recreation of reported problems
- Verify suspected defects with Development Engineers. Develop workarounds, deliver patches and/or present action plans for all customer found defects
- Provide high level troubleshooting assistance for Calabrio Support Services team
- Act as On-Call Support or escalation contact in a rotation during evening and weekend hours
- Develop and manage an escalation plan for complex or sensitive cases
- Provide customers and internal stakeholders with timely status updates
- Employ methodical troubleshooting techniques to isolate hardware or operating system related issues
- Occasional travel may be required to customer sites
- Test product Service Releases or patches prior to delivering to customers
- Proactively provide feedback from customers to product management and development teams
- Assume additional responsibilities and serve as subject matter expert in order to promote overall success of Support Services
- Other core expectations will be defined by your direct supervisor/manager

### WHAT SKILLS WILL MAKE YOU SUCCESSFUL?

- Excellent troubleshooting and analytical skills
  - Excellent verbal and written communication skills
  - Ability to manage difficult and stressful customer situations
  - Attention to detail and sense of urgency
  - Capability to balance and prioritize multiple issues
  - Ability to effectively mentor and train others
  - Other core competencies will be defined by your direct supervisor/manager
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**WHAT IS REQUIRED FOR YOU TO APPLY?**

- 5+ years of customer service experience with contact center technologies from leading IP telephony vendors such as Cisco, Avaya, and/or SaaS offerings
- Four-year technical degree

**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.

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