

Level 1 Technical Customer Support Engineer

POSITION SUMMARY

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 ensuring all customer issues are addressed in a timely and efficient manner.

CORE EXPECTATIONS

- Perform complete, accurate, and timely entry of information into CRM tool for all incidents/support requests (e.g. gather and document required information from customers).
- Consistently available to receive and handle incoming contacts (calls/emails)
- Provide general product information and configuration support
- Collect relevant technical details to effectively troubleshoot scope of reported issue
- Review manuals, release notes, and patch documentation for possible issue resolution - including verification of product and platform compatibility
- Provide customers with timely status updates and ongoing communication
- Provide technical assistance for all Calabrio customers on 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 WebEx to diagnose and resolve customer issues
- Employ methodical troubleshooting techniques to isolate hardware or operating system related issues
- 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
- 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
- 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 customers and partners

EDUCATION/EXPERIENCE

- 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)

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time
- Frequent alpha/numeric keyboarding
- Ability to view a computer for extended periods of time

INTERESTED IN THIS OPPORTUNITY?

To apply, please click [here!](#)

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA

To learn more about our benefits and culture go to our website at www.calabrio.com. Follow [@calabrio](#) on Twitter.

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