

Technical Customer Support Engineer

POSITION SUMMARY

Technical Customer Support Engineers provide 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.

CORE 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
- Occasional travel may be required to customer sites
- Flexible shift schedules

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

WORKING RELATIONSHIPS

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

EDUCATION/EXPERIENCE

- 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).
 - Level 1: 1 – 3 years
 - Level 2: 3 – 5 years
 - Level 3: 5+ years
- Two-year technical degree requires; four-year degree preferred
- CCNA/CCNP/MCSE desired

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for long periods of time

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.

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 apply for this career opportunity please go to:

https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=146048&lang=en_US&source=CC127790

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

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