

## Customer Support Specialist

This position is specifically to join other software developers and engineers on a dedicated multi-disciplined Customer Response Team that works on resolving customer issues of varying scale with the installed base of our product. The role involves characterizing, debugging, installing, and resolving software and system level issues on a complex, real time control system product. It also involves the design and development of data models and data flows. In general, you can expect to work on high variety, short term projects and help drive the deployment of solutions to our customers.

### Customer Support Engineer Purpose:

To provide technical support, using product knowledge, knowledgebase tools and collaborating with other IT staff to investigate and verify reported product problems in software, firmware, hardware and documentation. Provide resolutions to both internal and external customer enquiries, escalating those you are unable to resolve to the next level of support. Write, modify and review Technical Notes, Technical Bulletins, and other documentation to inform the field of solutions to commonly experienced problems, work-around, installation practices that create problems, etc. to improve customer satisfaction and acceptance. Build competencies through product training and on the job tasks such as customer site visits or project work, in order to reduce enquiry resolution time for customers.

### Principal Duties and Responsibilities:

#### Basic

- Independently gathers and documents requirements of the feature and its components.
- Assist in architectural design and system designs that meet the overall system and product requirements.
- Leads or participates in system and architecture reviews and presentations.
- Provides work estimates and status reports as requested. Maintains adequate interaction to ensure assigned tasks are prioritized appropriately.
- Keeps informed of new developments in the software engineering and computer engineering fields and disseminates appropriately through the organization. Identifies and participates in technical and developmental training opportunities.
- May function as a go-to person for a technology, software methodology or other area of expertise.
- May function as a technical lead of a mid-sized development, research or design team.
- Clearly communicates and conveys architecture and design concepts, both verbally and written. Also able to learn and understand complex control system concepts.
- Effectively works with others through mutually supportive professional relationships, open and direct communications, honesty and respect. Able to cope with and leverage stylistic differences and differences of opinion.
- Adopt a 'customer first' approach in order to deliver the highest possible customer satisfaction.

#### Functional

- Provide 1st line technical support, taking full ownership for resolving cases. This may include problem replication and will require consultation and collaboration with other areas of the business. These cases maybe for customers for where there will be language barriers
- Following department procedures and defined timeframes escalate and collaborate with 2nd line support, maintaining issue ownership and contact with the customer, until the issue is resolved to the satisfaction of the customer.
- Ensure that all activities and communications are entered onto our call handling database, ensuring completeness of information such that the escalation to the next level of support is as effective as possible.
- Create, update and reuse knowledgebase articles, and other documentation, participating in the technical review process as directed by your team leader.
- Run reporting on quarterly basis for compliance when Customers are under contract
- Perform basic server maintenance for windows based servers
- Setup, Install and deploy Windows based servers with our product and interface with various communication technologies.

## Minimum Qualifications

Bachelor's degree:

- Computer Science ,IT, Computer Engineering, or Control Engineering

Required Experience and Skills

- Strong understanding of PCs and Microsoft operating systems.
- Basic understanding of Windows Networking and IP V4
- Microsoft Office - Especially Excel and Excel Functions
- Experience with architecting modular software.
- Excellent written and verbal communication skills

Additional Skills but not required

- Programing knowledge in VB, VB.net or VBA
- Programing knowledge in C#
- Experience Programing Ladder Logic
- Knowledge of Modbus, Modbus TCP/IP and/or OPC
- Advance Windows Networking and Active Directory
- Microsoft SQL