

Job Title

Technical Support Engineer

Status

Full-time - 37.5 Hrs/wk

Location

Lisburn City

(With a small amount of foreign travel)

General Role

To work as an integral member of the engineering team

To resolve technical problems for customer and distributors

To provide pre-sales advice to customers

Responsibilities**Communication**

- Communication with customers/distributors to resolve problems, answer or provide advice to questions, etc. The most common mode of communication will be telephone/email/fax.
- Updates to customers/distributors concerning ongoing issues.
- Communication with sales team in reaction to issues concerning their customers/distributors.
- Communication with the engineering team regarding relevant ongoing issues.
- Communication with production regarding ongoing repairs and issues.
- Follow-up analysis with customers/distributors to determine the satisfaction level of the support provided.
- Attend daily meetings with engineering team to report status of ongoing issues.

Testing

- Setting up test situations to simulate a specific scenario reported by a customer/distributor
- Verification of faults on returned units & initial analysis as to where the problem may be

Database & Analysis

- Recording of information on the technical support database
- Analysis of information on the technical support database
- Analysis of protocol analyser traces
- Analysis of internal diagnostics traces

Training

- Personal training with respect to existing/new product technologies
- Training of distributors with respect to the functionality of arca products

Software

- Software generation and shipment to customers by means of email/courier

General

- Any other tasks required by the management

Essential Qualities

- Excellent communication skills
- Third level qualification in Electronic Engineering/Computer Science
- Able to work as part of a team and on own
- Adaptable and flexible
- Creative in problem solving
- Self motivated

Desirable Qualities

- Experience of customer communications
- Experience in technical support role
- Knowledge of telecommunications testing
- Knowledge of specific technologies (ISDN, xDSL, VoIP)