

Position: Technical Support Engineer
Classification: Salaried
Reports to: Technical Support Manager
Location: Denver, CO or Madison, WI

General Overview:

The Technical Support Engineer is part of a team responsible for ensuring TantaComm solutions are functioning in customer production environments and that customers have the information they need to operate effectively. The Technical Support team has three primary work responsibilities: first, responding to and resolving customer requests and tickets; second, implementing TantaComm products and services associated with new purchases and enhancements; and third, serving as TantaComm's final stage of the product development quality assurance process.

This individual is an experienced technician with significant technical knowledge, well-developed problem solving skills, and demonstrated adherence to IT best practices. Moreover, the Technical Support Engineer possesses effective communication skills and is comfortable interfacing with key business leaders on the customer side and collaborating with TantaComm colleagues across all functions. Using these strengths, the Engineer delights customers by providing advanced technical assistance in the execution of the Technical Support team responsibilities described above.

Essential Duties and Responsibilities:

- Obtain detailed understanding of OS and application operations related to company-offered services.
- Customer support during normal business hours, as well as designated after-hours on-call periods
- Provide customer support and technical issue resolution via phone, e-mail and other electronic medium
- Maintain ownership of issues until resolution, set customer expectations accordingly
- Document all work order tickets with specific detail on issue discovery and resolution
- Provide training to customers in the technical support of TantaComm solutions
- Configuration and installation of LINUX Operating System, proprietary hardware and voice/screen capture software of client's equipment
- Configuration and installation of Windows Operating System, Computer and Telephony Systems and other various applications
- Maintain the integration and interoperability of TantaComm applications with customer telephony platforms and other third-party systems
- Identify and correct software and/or hardware issues in various environments through proactive monitoring and reviewing of log files and system performance
- Establish and enforce PCI compliance and network security standards, both within the organization and in customer environments
- Advise customers on best practices for configuring, deploying, and optimizing software and hardware solutions
- Create and execute test plans for UAT

- Identify inefficiencies in internal and customer processes and engage in proactive process improvement
- Assist in the Development Lifecycle by identifying potential enhancements to system functionality, and collaborating with Development resources to test and deploy new functionality
- Other duties may be assigned as required

Qualifications:

- Bachelor's Degree in Computer Science, Management Information Systems, or similar, or equivalent in professional related work experience
- Minimum of 4 years IT experience including demonstrated hands-on proficiency with the following technology areas:
 - Hardware and software across multiple telephony platforms and call center systems (e.g. Avaya, Cisco, Genesys, Skype/Lync)
 - Monitoring of message transaction across multiple platforms and applications
 - On-premise, cloud, and datacenter infrastructure
 - OS environments including LINUX and Microsoft Windows Server
 - Communication Protocols including TCP/IP, SIP, SSH and FTP clients
 - Data storage, compression, encryption, and retrieval
 - RDBMS and SQL skills
 - Virtualization (e.g. VMWare, Hyper-V)
 - Information security
 - IT operations (e.g. SCOM, SCVMM)
- Demonstrated proficiency with industry standard business and technology process practices, tools and methodologies
- Possesses significant knowledge of the telecommunications industry, IT industry, and third party service providers
- Able to work independently and efficiently to meet deadlines
- Self motivated, detail-oriented, and organized
- Demonstrated proficient problem solving skills
- Strong communication (oral and written), interpersonal, organizational, and presentation skills
- Strong customer service skills and ability to work directly with customers