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Technical Support Engineer, Linux & Mobile Telecom – Katowice

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Company: Chronos Consulting

Location: Poland

Category: computer-and-mathematical

Job Description

Our client is a global provider of intelligent mobile Internet solutions that enable operators to improve quality, reduce network operational expenses and manage and monetize the mobile Internet.

They are looking for a Technical Support Engineer for a home office-based position anywhere in Eastern Europe.

Requirements:

About 5 years' experience with customer-facing activities in an international environment in the mobile and Telco markets (working with telco providers)

Knowledgeable in customer support processes, tooling, and troubleshooting

Knowledge in networking: TCP/IP, switching, routing – Must

Experience with Linux/Unix based systems – Must

Experience with load balancers, VM environments, NFV and SDN – advantage

Self-learning and self-motivated

Solve problems independently and creatively

Team player and capability working with international company teams remotely

Excellent communications skills in English (read and write)

Participate in On-call duty rotation

Travel up to 30%

Responsibilities:

The Technical Support Engineer is a key role in the Customer Success organization and

is in charge of supporting, maintaining the company's systems and supporting technical services infrastructure

Responsible and manage the deployments of products, this includes the installation, integration, configuration, and testing on customer's sites and remotely

Provide customer support and technical issues resolution within the agreed SLA, on-site and remotely

Manages and oversees all the practical daily service tasks of solutions by the quick response to malfunction related calls, complaints, and queries with the responsibility for the incident, problem or change management at customer sites and remotely.

Working independently to resolve time-critical production and deployment issues

Responsible to perform deployment task remotely and on customers` sites

Responsible for all applications configuration according to the site and customer requirements

Work according to methods, procedures, tools, and policies to ensure high-quality service is delivered to customers

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