

Worldwide Service Job Description

Technical Support Engineer (TSE)

Department

24 x 7 Technical Assistance Center within the Worldwide Services organization

Requirements

A university degree or equivalent years of technical support experience in high-technology companies, preferably within the Network, Storage and or Digital Video/Broadcast industries.

Position Description

- Work as a member of the 24x7 Technical Assistance Center supporting our global customers.
- Provide telephone and email support assisting customers with resolving complex hardware and software problems.
- Utilize lab systems to replicate problems and present findings to engineering for acceptable workarounds or code changes necessary to resolve issues.
- Deliver transaction quality; implement process improvements and related objectives necessary to provide the highest service as efficiently and reliably as possible to maintain or improve customer satisfaction.
- Respond in a timely manner to customer issues; provide clear communication of problem status; drive problems to resolution. Be courteous and professional.
- Track all customer engagements in our CRM system. Keep accurate detailed notes of customer communications and steps taken to resolve customer issues.
- Authorizes product returns (RMA's) through established company policy and guidelines.

Skills and Experience

As an individual in this position, you must have the ability to communicate effectively, both written and oral in English and Spanish, with the ability to converse with Customers, Engineering, Management and other Support team members at a technical level. You must be self motivated and organized with the ability to manage multiple customer cases and respond in a professional, timely manor. You must be able to prepare detailed technical and operational documentation covering, product issues, customer case information, product stability and serviceability recommendations as well as process and procedural changes. Your ability to work with customers under a variety of circumstances and pressures, yet understand and meet customer expectations is fundamental. The candidate should have the following:

- Demonstrated ability to take initiative in identifying and successfully resolving technical problems at customer sites via phone, email and remote access.
- Working knowledge and experience with the following technologies is required:
 - Networking - Ethernet, routers, switches, hubs, TCP/IP, CIFS, and NFS.
 - Operating system – Linux & Unix, with Windows Active Directory.
 - Audio/video compression formats - MPEG-2/MPEG-4 H.264/AVC a plus /DVB.
 - Storage - NAS, SAN, Fiber Channel, RAID groups, and volumes.

A working knowledge and/or experience with some of the following technologies are a major plus:

- Digital video system solutions (DBS, Cable, Telco, Terrestrial, Mobile, Wireless, etc.)
- Real Time Encoders, Multiplexers, and EdgeQAM.
- Digital video manipulation techniques such as Rate Shaping, Transcoding and Digital Program Insertion (DPI) are pluses.
- CAS – Conditional Access Systems.
- Edit Suites (Apple FCP, Avid Digital Suites).
- Automation Systems (Sundance, Harris, Omnibus).
- Video Servers (Omneon, Grass Valley, Leitch, Pinnacle)

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How to apply for this position

If you're up for the challenge and interested on applying for this position, please send us your cover letter and CV to the following email address. Please, refer to "*Technical Support Engineer – D&D*" on your application. All details must be provided in English.

- DLEMEAOpportunity@harmonicinc.com