harmonic

Job Title	Location
Technical Support Engineer (TSE) (VOS)	[Alicante, Spain]
Reporting To	**Region**
[ ]	[ ]

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as required to meet the ongoing needs of the organization.

Department

24 x 7 Technical Assistance Center within the Worldwide Services organization

Requirements

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

Position Description

- Work as a member of the 24x7 Technical Assistance Center supporting our global customers.
- Answer incoming Technical Support Hot-line calls, email and web chats, and 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.

Skills and Experience

As an individual in this position, you must have the ability to communicate effectively, both written and oral in English langue 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 manner. 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 must have the following:

- Demonstrated ability to take initiative in identifying and successfully resolving technical problems at customer sites via phone, email and remote access.
- Content delivery systems over Satellite, Cable, and IPTV and or content Transcoding, production, storage and file base workflows.
- Working knowledge and experience with the following technologies are required
  - Audio/video compression formats and standards – MPEG, HLS, DASH, DVB, etc.
  - Cloud (Azure, AWS, GCP) and Virtual machine knowledge.
  - Operating system – Unix-like systems and command line/scripting skills.
  - Networking - Ethernet, routers, switches, hubs, OSI layer, network protocols.
- Experience with the following toolsets is preferred
  - ELK Stack: Kibana and Elasticsearch, Logstash, New Relic and Ansible

Work hours

Will work part of a 24/7 shift rotation which will include national, regional and local holidays, weekends and nights. 40 Hours per week

If you´re up for the challenge, go online and apply for this position: https://careers.harmonicinc.com/