

Customer Success Escalations Engineer

June 2022



Job Purpose

To coordinate and facilitate customer support escalations and provide guidance for the customer team to ensure Endace's customers successfully implement, use, manage and maintain their products extracting the maximum value from their real estate from installation to end of life and to next generation purchase.

Key Responsibilities

Technical

- Work closely with Sales and Product Management and Engineering to achieve customer success.
- Triage customer support escalations and where appropriate provide guidance to the customer team on resolution and/or escalate to Engineering and Product Management as required
- Work with the Manager of Customer Success and the team assisting in customer case resolution
- Advise the Manager of Customer Success, Product Management, Engineering and Quality of customer cases that influence product decisions
- Work closely with the customer engineering and sales team to resolve reported software and hardware issues
- Develop standard deployment and site survey practices in conjunction with the Manager Customer Success
- Actively encourage and assist in customer migration to latest release and patches
- Undertake and coordinate large customer site surveys and estate health checks
- Keep up to date with the latest releases and product features
- Contribute to the company and customer wide knowledge base
- Minimise escalations through thorough product understanding and upskilling of the team
- Deliver training of custom and assist with the development training material
- Perform on-site customer support duties as required
- Provide input into standard operational practices.

Organization

- Complete and encourage others to complete administrative tasks in an accurate and timely manner
- Comply with and actively ensure safe working practices of self and others in accordance with Health and Safety Procedures
- Observe, comply and assist with developing policies, procedures, strategy and quality management systems
- Positively and actively support effective communication, encourage and provide constructive feedback
- Support and positively promote Endace's positive overall organisational vision, values and culture
- Assist others with the selection of approaches, methods and/or services as required
- Complete, participate in and ensure others undertake Career Development Planning
- Coach, mentor, and occasionally manage staff. Identify and disseminate best practice across a department.

Competency Profile

Technical

- Education to first degree level in Computer Science or equivalent
- 8+ years' customer support, engineering or test experience
- Expert knowledge of computer operating systems including Linux, Unix and Windows
- Programming skills in C, UNIX shell, Java, Python, Bash
- The ability to create lasting and constructive relationships with multiple customers and colleagues

- Excellent skills in written and oral communication
- Expert knowledge of network security, network monitoring or network performance
- Ability to work as a team member and mentor developing members of the team
- Be able to operate in a flexible working environment
- Ability to identify and solve complex problems wherever possible
- Experience managing multiple priorities and projects
- Flexibility to work outside regular business hours as required for case resolution.

Core

Interpersonal Skills	Understands the attitudes, interests, needs and perspectives of others. Able to interpret non-verbal behaviour of others such as moods and feelings, with the capability of adapting behaviour to different situations. Listens carefully and non-defensively to various points of view whether or not they agree with these.
Customer	Strives to partner with internal and external customers' needs in a manner that provides satisfaction and lasting value for the customer. Examines customer plans and develops services and options to support ongoing relationships. Develops solutions that add value to the customers programmes and operations.
Achievement Drive and Energy	A drive for success and peruses results. Is action oriented and pursues things with energy and drive. Dedicated, committed, enthusiastic, positive and motivated. Has courage and persistence in convictions no matter how difficult the task.
Planning, Organising and Prioritising	Contributes to department work plans that have localised impact. Keeps a view of business priorities and redefines own priorities in line with expectations and objectives.
Communication Skills	Able to communicate logically, clearly, effectively and confidently at all levels. Listens intently and ensures other party feels they have been heard and understood. Can convince others and gain agreement.
Tolerance to Ambiguity	Is able to draw together and presenting reasonable conclusions from incomplete evidence and data – able to act or decide even when details are not clear.
Empowering Others	Enables people to act and holds them accountable for their actions.

Competitive Edge

- In depth knowledge of system and software testing methodologies. ISTQB desirable.

Date:	June 2022	Job Code:	18113
Title:	Customer Success Escalations Engineer	Level:	Technical 4
Position Reference:	END102	Employment Status:	Permanent
Department:	Customer, Customer Success	Hours:	Fulltime
Physical Location:	Hamilton	Budget Level:	Not Applicable
Responsible to:	Customer Success Manager	Team Leadership:	Not Applicable
