

Global Support Engineer

October 2018



Job Purpose

This role provides 1st and 2nd tier support directly to Endace customer across our product range.

Key Responsibilities

Technical

- Work closely with customers to resolve reported Probe and application software and hardware issues
- Assist with related Endace DAG card support software, hardware and configuration issues
- Responsible for recreating and troubleshooting customer support cases.
- Responsible for contributing to effective monthly reporting on support activities
- Create Knowledge based articles for issues identified in the field
- Participate in the field support of custom builds of platform
- Perform rostered on-call duties to facilitate in Endace's 24/7 global support services
- Perform on-site customer support duties as required

Organization

- 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
- Operate on a shift basis when required to provide 24/7 service for Endace support and its customers
- Observe and comply with all policies procedures and quality management systems
- Positively promote effective communication and provide constructive feedback
- Support and contribute to Endace's positive overall organisational vision, values and culture
- Provide assistance and knowledge of new methods, technologies, products and/or services
- Complete, participate in and occasionally ensure others undertake Career Development Planning.
- Show and guide new staff how to undertake tasks and duties
- Any other duties as reasonably required

Competency Profile

Technical

- Education to first degree level in Computer Science or equivalent.
- Three years' support and/or test experience.

- Excellent understanding of Telco Network systems.
- Knowledge of operating systems including Linux, Unix and Windows.
- The ability to create excellent working relationship with customers and colleagues.
- Excellent customer service skills
- Excellent skills in written and oral communication.
- Knowledge of network security or monitoring
- Ability to work as a team member.
- Be able to operate in a flexible working environment.
- Flexibility to work outside 9-5 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. Listens carefully and non-defensively to various points of view whether or not they agree with these.
Achievement Drive and Energy	A drive for success and perseuse results. Is action orientated and peruses 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	Undertake set work plans that have localised impact. Keeps a view of department priorities.
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.
Tolerance to Ambiguity	Is able to draw together conclusions from incomplete evidence and data – able to act or decide even when details are not clear

Competitive Edge

- Good Programming skills in C would be a benefit

Date:	October 2018	Job Code:	582
Title:	Global Support Engineer	Level:	Technical - 3
Position Reference:	END061	Employment Status:	Permanent
Department:	Quality and Support, Support	Hours:	Fulltime
Physical Location:	Austin, Texas	Budget Level:	NA
Responsible to:	Support Manager	Team Leadership:	NA
