

**JOB TITLE:** Lead Support Engineer

**DEPARTMENT:** Customer Support

**REPORTS TO:** VP Customer Support

**EFFECTIVE DATE:** 1/31/2020

**SUMMARY:**

Sr. Support Engineer overseeing Tier 1 technical support and assisting in hardware and software deployment and procedures.

**DUTIES AND RESPONSIBILITIES:**

- Escalated support from internal and external customers.
- Collaborate with Development, QA Engineers and other functional areas to assist in all software and hardware deployments.
- Monitor performance of deployments.
- Evaluate performance trends and make suggestions.
- Report bugs and errors to QA and development team.
- Help troubleshoot issues.
- Work with cross-functional teams to ensure smooth deployments.

**Daily Duties**

- Write weekly status report detailing all deployment features and other quality concerns.
- Work with other functional areas to determine priorities for development and testing.
- Review and prepare all testing data and document as needed.
- Help set daily priorities as needed.
- Ensure sites are functioning and are being monitored.

**TECHNICAL SKILLS:**

- Proficient in Octopus Deploy or other remote deployment services, MS Office 365, Kaseya or Nagios monitoring software, MS Windows Server 2012-2019, and SQL.
- Knowledge of Azure, AWS, Powershell Scripting, Postman, SoapUI, Networking, Virtualization, Git, VSTS.
- Strong ability to be customer facing and be a customer advocate

**REQUIREMENTS:**

- BA Degree in Computer Science or IT related discipline
- Ability to travel 50% of the time
- Strong attention to detail
- Excellent communication skills written and verbal

## **COMPETENCIES:**

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments. Passion for Customer Success.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Ability to manage multiple priorities.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality. Attention to detail.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee must occasionally lift and/or move up to 40 pounds. The employee must occasionally crouch, stoop, or reach. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee will encounter while performing the essential functions of

this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.