

Job description: Graduate trainee Support Engineer

In brief

The support team at TeleSpeak is a critical part of our future success, and we are looking for a new person to help our direct customers and resellers resolve queries in a positive and timely way. You'll need to be comfortable working through the key questions with them: 'What happened? When? Where?' - As a starting point to logging, tracking and ultimately giving timely information on issue resolution. Are you up for the challenge?

General Description

The Support Engineer is responsible for providing high-quality technical support for Asterisk telephony engine based solutions. We expect to train someone into this role and the role will grow along with the individual - we expect this smart person to take on consultative and training responsibilities in due course that could include international travel. It's a great opportunity for the right person!

Primary Job Functions

Provide technical support to direct customers and resellers. Log and troubleshoot issues regarding proper use of products, and help address specific user issues. During problem escalations, act as a liaison between customers and management. Assistance to customers during the installation phase will also be an important aspect of this role. Support Engineers may be required to be on-call on a rotating basis (may include evening and night cover) throughout the year.

Required skills

Important skills we're looking for are:

- Client-facing capabilities including listening, patience and diplomacy
- Documenting issues, troubleshooting and following problem resolution steps
- Great written and verbal communications, with excellent phone manner
- Life learner with a curiosity for the technical, including Voice over IP
- Innovative thinker who is positive, proactive, and readily embraces change
- Firm grasp of how computers and data networks work
- Ability to spot and implement process improvements
- Full driving licence

Desirable skills

- If you've got experience with OSS, Asterisk, Linux and VoIP, that's icing on the cake
- Ability to function in a self-directed environment
- Familiarity with using CRM systems
- A track record of finding creative solutions to unique problems

Education and Experience

Graduate in a technical discipline; we're expecting to train the individual on the job and any customer facing experience is an asset.

Work status

Full time role: normal hours Monday to Friday 9am-5pm with 1 hour lunch break. There will be a need for flexibility in support of customer projects, including being on call during key phases.

Work environment

TeleSpeak has an experienced team who are keen to continually share knowledge in a spirit of fun and respect while generating pride and satisfaction in our achievements.

Travel

The position is primarily office based initially and should lead to occasional travel to meet clients plus attend industry events, some of which may be international.