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| **Job Title** | Customer Engineer, Level 1 |
| **Department** | Support |
| **Location** | Unitrends  7 Technology Circle, Suite 100 Columbia, South Carolina 29203 |

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| **Position Summary** |
| The Customer Engineer will serve as the escalation point of contact for hardware and software product questions and problems for all first level problem calls. It will include both coordinating call notification and reporting and provide detailed problem documentation. The Customer Engineer for Unitrends is responsible for ensuring customers receive prompt, accurate and courteous support and service for their purchased products. |
| **Essential Duties and Responsibilities** (other duties may be assigned) |
| * Receives and logs support calls. Works with customer to assign initial severity level to the problem and initiates the case resolution workflow. * May perform first level problem determination to identify and isolate failure point including hardware, network, application, training and / or documentation. * Works as part of a high performance support team to ensure that system enhancements and defect corrections work properly and meet the user's requirements. * Assists in user notifications of changes to the application. * Closes completed call process by notifying interested parties. * Resolves product support questions, issues, and failures. * Understands how their work can help Unitrends realize its objectives or, in the event of problems, adversely affect their productivity. * Assists management in controlling costs. Reports expenses in a timely manner. Reports unexpected costs to management. * Anticipates and identifies issues that may prevent deliverables. * Performs systems engineering through installation, operation, and maintenance of Unitrends technology. * Ensures compliance with standards, methodologies, and techniques. * Works on multiple, concurrent tasks. May lead projects or team efforts as assigned. * Identifies project coordination problems, suggests solutions and escalates issues appropriately. |

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| **Qualifications** | | | |
| To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Educational and experience requirements are included.  ✔ Associate's degree or 1-2 years related experience and/or training ✔Working knowledge of the Software Life Cycle. ✔Experience providing level 1 support in a customer support desk setting preferred. | | | |
| **Competencies** | | |
| ✔Adaptability | ✔Ethics | ✔Planning/Organizing |
| ✔Analytical | ✔Initiative | ✔Problem Solving |
| ✔Attendance/Punctuality | ✔Interpersonal Skills | Project Management |
| Business Acumen | Leadership | ✔Quality |
| Change Management | Managing People | Self -Development |
| Cost Consciousness | ✔Motivation | Strategic Thinking |
| ✔Customer Service | ✔Oral Communication | ✔Teamwork |
| Delegation | Organizational Support | ✔Written Communication |
| ✔Dependability |  |  |

E-mail us at [careers@unitrends.com](mailto:careers@unitrends.com) or call us at 803.454.0300.