Our company is growing rapidly and is looking for a product support engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for product support engineer

- Produce high quality work and meet regularly with the QA/Product teams for feedback and coaching
- Recognize, document and alert supervisors of trends in customer communications and quality metrics
- Escalate complex issues to product and engineering teams
- Work well in conjunction with all team members across account management, product, and engineering functions
- Available to cover weekend and holidays as our customers need us and may include evening or early morning hours
- Position requires candidate to be available, at scheduled times, in 24hrs x 7days shifts for standby / on call for high priority incidences raised by clients
- Presents training programs and individual training experiences to ensure that customer representatives are effectively trained in all phases of product installation, maintenance and repair
- Attend Aircraft-On-Ground (AOG) technical and product support calls as scheduled
- Monitors internal engineering changes to determine the impact
- Provide sales service directly to customers, when situations require the continued involvement of Product Support

Qualifications for product support engineer

- Excellent analytical skills and problem solving skills, especially on storage product
- Spirit of dedication and devotion under stress
- Storage knowledge is preferred
- Basic knowledge in storage level 2 support
- 2 years experience in server-side languages like PHP, Ruby, Python, Perl