Our company is looking to fill the role of senior technical support engineer. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for senior technical support engineer

- Applies technical expertise using standard operating and diagnostic protocols to resolve standard to moderately complex system level issues that are negatively impacting product performance at EMC customer sites
- Applies technical expertise using standard operating and diagnostic protocols to resolve standard to moderately complex system level issues that are negatively impacting product performance at customer sites
- May provide documentation and direct feedback to Field Technical Specialists, Account Managers, Sales and other Technical Support co-workers as appropriate
- Individuals will be responsible for responding to new customer support cases via phone email and chat
- Use their skills to troubleshoot and accurately document customer issues
- Providing regular communication to the customer in a timely and professional manner
- Assist colleagues in the team with mentoring and training
- Assume ownership of customer issues and aim to resolve issues effectively, escalating cases Level 3 or product champions where necessary
- Assist in the testing of new product builds and releases
- Solve basic common user problems in real time, including software functionality problems and questions

- Basic understanding Windows Active Directory
- Familiarity with CCD and/or Digital camera technologies for tuning and improving video image quality
- Strong computer skills, including MS Excel, Outlook, Windows Operating Systems
- Work experience in a Technical domain
- Senior Technical Support Specialist will spend significant time with customers, so a great deal of "on-the-road" travelling will be necessary on a weekly basis
- Typically qualified to HNC / HND level in electronics or another relevant subject, but may be qualified by experience