Job Description

Job Title: Customer Support Engineer	Reporting To: Head of customer support
Functional Area: Customer support	Location: Gurgaon, India

Job Precis:

Providing technical Linux and Radio Access Network (RAN) support for ip.access products to current and potential customers globally. This is a key customer-facing role that is required to strengthen the existing Customer Support team.

Accountabilities

- Provide remote technical support to ip.access customers ensuring issues and questions are resolved to customer satisfaction within SLA.
- Provide technical support to both internal and external customers ensuring communicated information is accurate and customer feedback is positive.
- Generation of accurate and complete customer-facing documentation.
- Deliver hands-on customer training / coaching as required.
- Support a call out roster to enable 24/7 customer support

Role Requirements

- Good knowledge of Mobile Telecommunication systems (2G/ 3G/ LTE)
- Experience of hands-on IP networking and configuration
- Familiarity with Linux / Unix support and system / network administration and installations
- Lab testing experience desirable
- Background of working in Mobile Telecoms either in a carrier / operator, equipment vendor or systems integrator
- Experience of RF network planning/indoor optimisation
- Experience of core (ATM) networks, MSC or SGSN/GGSN
- Experience of on-site installation, integration, configuration and test
- Ideally CCNA certified
- Strong customer focus
- Strong problem solving skills – analysis / troubleshooting
- Very good written and verbal English language communications skills
- Possess a flexible approach to situations and new challenges
- Willing to demonstrate appropriate judgment, escalating issues as appropriate
- Ability to develop working relationships with Product Development, Sales, Professional Services, System Test and Customers
- Ideally have UK passport to facilitate efficient global travel. Must be willing and able to travel internationally at short notice
- Degree or higher qualification in a relevant engineering or science subject preferred
- Ability to communicate in languages other than English desirable

Competencies

Business Awareness:
Has a good understanding of telecommunications environment and mobile technology and is aware of new advances that are likely to affect the organisation. Understands the impact of

their role within the wider context of ip.access strategic goals and objectives.

Communication:
Possess strong communication skills and is comfortable in discussing ideas and solutions with others in order to successfully resolve issues. Identifies relevant information, who to communicate it to and the appropriate means by which to do so. Can communicate effectively with remote working teams.

Teamwork:
Is comfortable working within a matrix environment and contributes positively and effectively to team goals. Encourages collaborative team spirit and maintains team harmony even when under pressure.

Personal Accountability:
Is a self-starter, demonstrates a 'can-do' attitude and is able to adapt to new role requirements with ease.
Demonstrates self-drive, focus and a determination to succeed. Applies initiative when required and takes ownership for achievement of own activities.

High Standards & Integrity:
Sets and maintains high standards of delivery and performance for self, Department and the organisation. Demonstrates a strong attention to detail, combined with a thorough, and methodical approach.