**Technical Support Engineer – Mobile Data Network Colombia**

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Company: Chronos Consulting

Location: Colombia

Category: computer-and-mathematical

**Job Description**

Our client is a global provider of intelligent mobile Internet solutions that enable operators to improve quality, reduce network operational expenses and manage and monetize the mobile Internet.

As part of the Global Support and Maintenance group, the Support Engineer will be

  Responsible for the technical support of the company's products and solutions

  Take ownership of customer issues reported and see problems through to resolution on site or

remotely, per need

  Research, diagnose, troubleshoot and identify solutions to resolve customer issues

  Resolve time critical deployment and production issues

  Provide customer support, technical issues resolution and improvements within the agreed SLA,

on-site and remotely

  Provide prompt and accurate feedback to customers

  Ensure proper recording and closure of all issues

  Prepare accurate and timely reports

  Document knowledge in the form of knowledge base tech notes and articles

  Participation in providing training to customers as required

  Participate in the On-Call duty rotation

Requirements:

Flexible location

Experience with customer facing activities in an international environment

Knowledgeable in customer support processes, tooling and troubleshooting

Knowledge in networking: TCP/IP, switching, routing – Must

Experience with Linux/Unix based systems – Must

Experience in the mobile and Telco markets (working with telco providers) – advantage

Experience with load balancers –advantage

Knowledge with VM environments, NFV and SDN – advantage

Scripting knowledge (perl/python/bash) – advantage

Self-learning and self- motivated

Solve problems independently and creatively

Team player and capability working with cross company teams abroad and in the HQ

High level of communication and reporting

Excellent communications skills in English (read and write)

Qualifications:

BSc/BA degree or equivalent work experience.

5+ years of experience as a customer support/services engineer

International work experience and cultural awareness an advantage

Experience with global support organizations working with support teams abroad

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