Job Posting

Job Title:	Customer Support Engineer
Manager:	Manager , Customer Support
Department:	Customer Support
Location:	CA
Type:	X Full-time ☐ Part-time ☐ Temp/Contractor

Job Description:

NIKSUN Inc uses next generation technology that revolutionizes the way networks and services are secured, protected and managed. We are looking for Customer Support Engineer with excellent technical, organizational and communication skills. The candidate will be responsible for handling incoming customer issues and responding in a timely fashion. The candidate must be able to multitask and work in a fast paced environment; and assume other duties as assigned.

This position requires candidate to be a US citizen

Key Responsibilities:

I. Resolve issues for customer with problems, questions, or system operation regarding NIKSUN products and services.
II. Carry pager and/or cell phone for after hour's technical support on rotational basis
III. Proactively use time between calls to improve product/environment knowledge, perform customer follow up, or work on other departmental projects
IV. Relay issues that are outside the scope of the technical Support Department to the appropriate people or groups
V. Escalate all necessary issues to the appropriate resource for resolution and follow up
VI. Ability to troubleshoot internal IT technologies and be an extension to NIKSUN's IT team
VII. Participate in all departmental and individual training programs as directed
VIII. Perform other departmental tasks as needed

Desired Qualifications:

I. Knowledge of LAN technologies, including multiple network operating systems (Linux, Windows, LAN Server), Storage systems (SAN, NAS, JBOD) RAID (RAID 0,1,5) topologies (Ethernet)) and protocols (TCP/IP) and Wide Area Networking a plus
II. Strong hands-on knowledge and experience with PC hardware and software technology as well as UNIX and Microsoft system administration
III. Knowledge of computer hardware. Ability to troubleshoot intermediate level hardware issues. Preferably prior experience in Intel/IBM based platforms
IV. Experience with Help Desk ticketing/tracking software
V. Technical Documentation Experience is preferred
VI. Ability to make onsite customer visits for installation/troubleshooting of NIKSUN software

Educational Requirements:

Bachelors degree in Computer Science, Network Engineering, MIS or equivalent and at least 5 years of experience in the field or in a related area. Any major technical certification is a plus

Travel Requirements:

Travel may be required

Physical Requirements:

Ability to lift up to 40lbs

Direct inquires to: HR Department

Email: hr@niksun.com

Tel: 732.821.5000

Fax: 732.821.6000

Requisition: (Assigned by HR) _____

Post: _____