### Technical Support Engineer

* **Level of Education**: BS or Equivalent Direct Industry Experience
* **Experience**: 4-7 years with telecom knowledge and customer support experience
* **Location**: Hyannis, MA
* **Starting Date**: April, 2017

**Position Summary**

Tech Support position for pre- and post-sale deployments of session border controllers (SBCs), security and fraud prevention solutions, and VoIP gateways. This position requires exceptional organizational, troubleshooting, and communication skills, as well as patience, persistence, and a desire to help customers achieve success with our products. This position requires direct interaction with customers, peers, engineering, and sales. The successful candidate will have a high degree of integrity and a positive attitude. The ability to thrive in a fast-paced, informal organization is a must.

**Primary Duties and Principal Activities**

* Technical support position is to deliver professional and support services, which include remote and on-site implementations of vendor partners’ equipment, as well as effective diagnosis, documentation, and resolution of 2nd/3rd tier issues encountered by customers. Products to be supported include Session Border Controllers (SBCs), Threat Management Solutions, and Voice-over-IP (VoIP) gateways.
* Support position responsible for the implementation delivery cycle, or problem resolution cycle; from responding to initial trouble reports, to reproducing issues in our lab and/or escalating into vendor engineering as needed, to solution delivery and follow-up.
* May also support pre-sales engineering activities, trials, and customer training.
* Occasional travel is required as well as off-hours rotational, on-call support.

#### Skills

* **Required** - Voice over IP telephony protocols and architectures – specifically Session Initiation Protocol (SIP). Telephony Routing and Translations experience. Experience with industry-standard test and analysis tools (Wireshark, IP Softphones, SIP test tools).
* **Desired** - Knowledge of Ethernet security protocols.
* **Desired -** Cisco and/or Juniper experience and certification.
* **Desired** - Virtualization expertise – VMware and OpenStack.
* **Desired** - Knowledge of C/C++ code, as well as in-depth knowledge of Linux, & Linux scripting.
* **Required -** Excellent spoken and written English language skills being able to converse at both technical and operational level both internally and externally.
* **Desired** - Language – Multi-lingual capabilities desired.