

# **Customer Service Engineer**

## **London, UK**

### **Specific Activities and Accountabilities**

#### **A. Work with Sales, Sales Engineering and Customer:**

##### **1/ Planning & implementation of Professional Services, this includes;**

- Provide input to the development of the customer solution
- Attend customer meetings as the Sangoma representative and provide customer input of Sangoma Products integrating with other vendors and overall solution
- Provide regular reports on activities

##### **2/ Provide Installation and Implementation activities for Professional Services;**

- Successfully deploy the Sangoma products and service
- Work with other 3<sup>rd</sup> Party vendors to integrate Sangoma products and services

#### **B. Diagnose and resolve problems originating from customer sites, ensuring customer satisfaction is achieved within the published SSA/SLA agreements for customer response times.**

- Fault handling and proposal of interim solutions
- Characterize problems in the lab or on the customer sites
  - Using advanced industry test equipment
  - Using advanced debug tools
- Document problems for presentation to Design
- Ensure proper prioritization of problem utilizing the SSA/SLA criteria
- Work with design to identify problems and to propose final solutions
- Ensure information input to databases is both current and accurate
- Assist other CSE representatives to evaluate, prioritize and deliver solutions
- Provide input and document solutions to product applications

#### **C. Execute Hot Site activities to resolve customer difficulties.**

- Identify Hot site situations
- Prepare & execute action plans which meet customer's approval
- Provide regular status reports of Hot sites and their action plans to management

#### **D. Produce Support Documentation;**

- Identify & prepare various forms of Support Documentation for Support and Customers
- Knowledge Base Articles, How To Guides, Applications Notes, and Configuration Guides
- Provide input others documentation.

## **E. Provide Technical Support to Sangoma Customers;**

- Preferred Location: At Home – London UK and surrounding area
- Normal Business Hours
- Provide 24 hour/7 day technical assistance to Customers on the Sangoma product portfolio;
  - By telephone
  - By Case Management System
  - Forums and Remote System Access
  - 24 Hour Emergency on call service
  - Rotational On-call Availability
- Maintain a high level of technical knowledge on specific Sangoma products
- Maintain & improve technical knowledge of industry related topics
- Work with 3rd party SW companies to isolate software problems

## **Knowledge and Skills**

- In-depth understanding of customer service
- Excellent communication skills, verbal and written
- Excellent technical troubleshooting skills using a methodical disciplined approach
- Superior interpersonal skills
- In-depth knowledge of SIP Protocol—VoIP Telecommunications, computers, networking (Voice and Data), LAN/WAN data networking architectures and routing protocols, IP Telephony Architectures
- In-depth knowledge of Asterisk or FreePBX
- Working knowledge of Linux and associated repositories.
- Working knowledge of traditional telecommunication technologies, such as T1, PRI, ISDN, SS7, Analog FXS/FXO and others
- Proven advanced troubleshooting skills on telephony, data, computers and their applications
- Ability to handle demanding customers, serious technical problems or product issues resulting in stressful situations
- Ability to interface tactfully and effectively with external customers at various technical and management levels
- Must be a self-starter, possess good organization skills, and the ability to multi-task
- Spanish language skills are beneficial

## **Education and Experience**

Bachelor's degree in Engineering or Applied Science with 2–4 years telephony and/or computer experience or equivalent combination of education and experience.

OR

Technologist in Electronics or Computer Science with 3–5 years telephony or computer experience or equivalent combination of education and experience.

## **What We Offer**

- Flexible and dynamic work environment
- Exceptional learning opportunities
- Great team
- Opportunity to work with global customers

## **Job Location**

- London UK and surrounding area

## **Position Type**

- Full-time