

## **Company:** iControl Networks ([www.iconcontrol.com](http://www.iconcontrol.com))

### **About iControl:**

iControl Networks is a venture-backed software and services company providing interactive solutions defining the broadband home management market. The iControl OpenHome™ Software Platform, an award-winning solution that has made the Connected Home a reality, enables home security companies, broadband service providers and utilities to offer the next generation of home management, security and connectivity to their customers. Investors in iControl include ADT, Charles River Ventures, Cisco, Comcast Interactive Capital, GE Security, Intel Capital and the Kleiner Perkins Caufield and Byers iFund. For more information, please visit [www.iconcontrol.com](http://www.iconcontrol.com).

**Title:** Customer Support Engineer

**Department:** Customer Support

**Reports to:** Manager of Customer Support

**Classification:** Fulltime or Contract to Hire

### **Essential Duties and Responsibilities:**

- Tier 3 customer support
- Must be an Individual contributor
- Troubleshooting and solutions resolution
- Ability to thoroughly analyze and understand the iControl product and steps for implementation in all customer environments
- Work with developers to identify and resolve more complicated problems
- Address urgent issues quickly
- Participate in a rotating on call schedule.
- Document required bug fixes, end-user feature improvements, and operations feature improvements
- Act as customer advocate in the product development process
- Provide feedback from customer users to product team
- Work with customer employees and consultants, including business managers, project managers, QA personnel, data center engineers, operations managers and support managers
- Adhere to support SLAs with multiple partners.
- Establish and maintain excellent customer satisfaction.

### **Job Knowledge, Skills and Abilities:**

- 0 - 3 years experience as a Support Engineer in a high tech industry
- Excellent customer facing skills.
- Ability to write clearly and implement processes and procedures related to technical support training and standardization.
- Ability to create professional presentations.
- Must have strong problem-solving and analytical skills.
- Ability to troubleshoot system problems from a customer perspective.
- Ability to work independently and within time constraints.
- Must be highly organized and attentive to detail.
- Must be adaptable to changing schedules and projects.
- Self-Starter - ability to quickly learn new tools and products.

- Excellent time management skills to multi-task across multiple simultaneous projects
- Proven initiative and ability to think beyond "outside of the box".
- Experience/familiarity with various types of CRM software a plus.
- 2+ years support experience with network infrastructure products and expertise with advanced TCP/IP networking concepts with the ability to decipher TCP dump to identify problem.
- Experience with RF technologies: ZigBee, Z-Wave, IP networking and routing protocols with packet tracing/sniffing a plus.
- Minimally 2+ years of UNIX/LINUX experience with intermediate level background.
- Familiar with networking and generic network topology, in terms of best practices in setting up different layers of networking elements, Firewall, Load Balancers, Layer2/3 Switches, etc.
- 2 years experience with one or more programming and interpreting languages: Perl (preferred), Shell, Python, etc.
- 1-2 years of experience with relational database, i.e. Oracle, and ability to write SQL scripts to manipulate transactional data in a presentable format.
- Familiar with HA and geo-redundant application deployment methodology.
- Excellent time management skills to multi-task across multiple simultaneous projects.

**Education and Experience:**

- BS in Computer Science, Electrical Engineering, Computer Engineering, MIS
- 0 - 2 years experience as a Support Engineer in a high tech industry.

**Supervisory Responsibilities:**

- Not Required

**Physical Demands:**

- Some physical effort required.
- Regularly required to sit, stand, bend, reach, climb and move about the facility and our partners' facilities.
- Required to lift small boxes (less than 35 pounds)

**Work Environment:**

- Minimal travel required
- Required to perform other duties as requested, directed or assigned.
- Required background investigation ([www.hireright.com](http://www.hireright.com))

**Related Keywords:** technical support, support engineer, customer support, customer service, troubleshooting, analysis, problem solving, customer issues, problem resolution, and engineering support.