

Company: iControl Networks (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.

Title: Customer Support Engineer

Department: Service Operations

Reports to: VP of Service Operations

Classification: Salary, Exempt

Essential Duties and Responsibilities:

- Respond to incoming calls and emails in a professional and courteous manner
- Knowledgeable on all aspects of all iControl's products and be comfortable and confident in answering questions about these products
- Document all issues and questions from the time they are received through their resolution
- Resolve issues as quickly as possible, either by completing the task personally, or by driving resolution through other groups within the organization
- Ensure all customers receive appropriate update information and are kept abreast of current and resolved issues
- Provide customer feedback and requirements efficiently back to iControl Product Management
- Escalate support requests when necessary
- Maintain a high degree of customer satisfaction

Job Knowledge, Skills and Abilities:

- Must be an exacting, methodical and detail oriented problem solver
- Strong communication skills, including precise communication of technical information
- Strong team skills to interact with customer services, sales, and engineering teams to resolve customer issues and provide efficient customer requirements feedback
- Must work effectively under deadlines to complete projects on time and on budget.
- Excellent documentation and customer delivery skills
- 7 + years in customer services and support
- 4 + years in computer software or networking
- 2 + years experience with SQL and database tuning tasks, analytics & ETL knowledge desired.
- 2 + years experience programming with Perl, HTML, Java, JSP, or JavaScript is a plus
- Customer service experience with a focus on inbound call center experience

- Strong understanding of network equipment, networking product applications, and network management
- Working knowledge of CPE and/or similar networking devices
- Systems administration experience on UNIX and Windows-based systems

Education and Experience:

Bachelor/Masters of Computer Science, Electrical Engineering or related technical discipline

Supervisory Responsibilities:

N/A

Physical Demands:

- Required to lift small boxes (less than 35 pounds)

Work Environment:

- Required to perform other duties as requested, directed or assigned.
- Required background investigation (www.hireright.com)
- Office in Palo Alto, CA