

The Role: Technical Support Engineer- Level 1 and 2

Duties and Responsibilities

BlueCat Networks is looking for a dynamic individual who wants to start or develop their career in technical customer support.

Responsibilities

- Provide email and telephone technical support to existing customers
- Configuration and troubleshooting of BlueCat Products: Adonis and Meridius
- Provide limited 7X24 emergency paging support
- Meet or exceed Call Centre monthly performance objectives including:
 - Call Quality
 - Call Handle Time
 - Schedule Adherence
- Daily tracking of all activities in a customized CRM database.

Requirements

- Background or experience with networks in mixed environments, Linux, Unix, Microsoft.
- Knowledge of: Linux and MS operating systems/networks, MS Exchange Server, MS Outlook Client, strong knowledge of internet & network technologies such as TCP/IP, SMTP, SNMP, DHCP, DNS, WINS, FTP, etc.
- Strong oral communications skills.
- Ability to quickly learn new technologies.
- Excellent problem-solving, analytical and time-management skills; project management skills are a strong asset.
- High level of initiative and decisiveness.
- Must be team oriented with the ability to accept responsibility.
- Education: college diploma or degree in computing related subject

** BlueCat Networks is an equal opportunity employer.

[Apply for this position: Technical Support Engineer- Level 1 and 2](#)