



## **JOB DESCRIPTION**

Job Title: Senior Technical Support Engineer \ Systems Analyst  
Reports to: Technical Support Manager

Location: Davidson, NC  
Department: Client Success & Services

### **Summary job description**

Troubleshoots and develops technical solutions related to software installation, development and runtime errors for customers, system integrators, field engineers, and salespeople by telephone, email, and as required on-site. Escalates unresolved problems requiring more in-depth knowledge to appropriate internal resources and external resources while maintaining oversight to see that issues are resolved in a timely fashion. Maintains 100% customer satisfaction through polite, knowledgeable and responsive service. Helps grow InSource training and service business through referrals from customer support cases. Provides customer training as assigned. Develops and contributes to the InSource technical knowledge base through training and personal development.

### **Essential job functions**

- Work directly with clients via telephone, internet and on-site contact.
- Assist clients with applying product offerings.
- Assist clients in troubleshooting systems on which products are applied.
- Assist clients in gaining the maximum value from their software purchase.
- Assist clients in debugging custom scripts written in Quicksript and .Net.
- Assist clients in setting up, configuring, administering and troubleshooting applications built on cloud technologies.
- Assist clients in setting up, configuring, administering and troubleshooting Microsoft SQL Server and SSRS.
- Gain and maintain technical knowledge relating to operating systems, networks and Aveva / Wonderware software.
- Document activities and develop support materials as required.
- Create and update training class materials and slides for InSource training classes.
- Collaborate with and share new discoveries and findings with team.
- Facilitate internal or external escalation when needed and act as customer advocate until case resolution.
- Ability to triage all incoming calls and distribute to appropriate resources when needed.
- Conduct internal or external technical training programs for clients or System Integrators.
- Pursue and maintain certifications in required products and technologies.
- Mentor junior team members and serve as resource for internal escalation on difficult cases.
- Deliver health-checks and assessments on client systems.
- Assist on sales calls as a technical advisor if requested.
- Deliver product demonstrations or deep dives if requested.
- Observe the high quality of InSource Solutions ethical standards in communications and overall representation of the company.

All TS engineers are required to serve as after-hours emergency responder 24 X 7 for a month at a time twice a year.

### **Other job functions**

- Work independently to provide “fill the gap” and “business continuity” services for customers including:
  - Ready-To-Go services
  - Upgrade assistance
  - Installation services
  - Development assistance
  - Troubleshooting assistance

## **Minimum job requirements**

- **Education:**
  - BS in Computer Science or Engineering or equivalent work experience
- **Experience:**
  - 3 or more years as a tech support engineer or equivalent work experience.
  - 3 or more years with HMI/SCADA (Preferably Wonderware Intouch or Citect SCADA).
  - 1 or more years with advanced product support or equivalent work experience (Preferably MES, APM or Skelta BPM).
  - 3 or more years troubleshooting Windows Desktop operating systems (Windows 7, 8, 8.1, 10 and 11), Windows Server operating systems (2003, 2008, 2012, 2016 and 2019), working with VB and/or .NET and relational databases (MS-SQL Server).
  - CSP Certifications in core AVEVA products or equivalent work experience (Wonderware InTouch, Citect Scada, Application Server, Historian, Historian Client, OI \ DA Servers).
  - CSP Certifications in 2 or more advanced products or equivalent work experience (MES, eDNA, PRISM, Condition Manager, Intelligence, Skelta BPM, InBatch).
  - CTP Certifications in core AVEVA products or equivalent work experience (InTouch, Application Server, Historian, Historian Client, OI \ DA Servers).
- **Specific Skills:**
  - Excellent organizational and follow-up skills
  - Excellent troubleshooting skills
  - Detail orientation
  - Superior customer service and interpersonal skills
  - Proven ability to work independently in a high stress environment; must be skilled in prioritizing and adapting priorities in a fast-paced environment
  - Self-starter
  - Continuous learning
- **Specialized knowledge, licenses, etc.:**
  - MCP Certification in Windows Server or Windows Desktop Administration or equivalent work experience.
  - MCP Certification in SQL Server Administration or equivalent work experience.
- **Other:** Professional demeanor required.

**Supervisory Responsibility:** none

**Work Conditions:** General office or home office environment with occasional overnight travel.

InSource is an equal opportunity employer of protected veterans and individuals with disabilities.

EEO/AA – M/F/D/V