JOB DESCRIPTION

Job Title: Technical Support Engineer   Reports to: Technical Support Manager
Location: Davidson, NC or Remote   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 customers via telephone, internet, and on-site contact.
- Assist customers with applying product offerings.
- Assist customers in troubleshooting systems on which products are applied.
- Assist clients in gaining the maximum value from their software purchase.
- Gain and maintain technical knowledge relating to operating systems, networks and AVEVA / Wonderware software.
- Document activities and develop support materials as required.
- Pursue and maintain certifications in required products and technologies.
- 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
- Conduct internal or external technical training programs for clients or System Integrators

Minimum job requirements

- **Education:**
  - BS in Computer Science or Engineering or equivalent work experience

- **Experience:**
  - Troubleshooting \ Testing in Windows Desktop operating systems (Windows 7, 8, 8.1,10 and 11), Windows Server operating systems (2003, 2008, 2012, 2016 and 2019).
  - Software application support, working with .NET and/or relational databases (MS-SQL Server).
  - General network troubleshooting knowledge.
  - Familiarity with HMI/SCADA is a plus.

- **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 Competency Achievements
  - AVEVA \ Wonderware Application familiarity a plus

- **Other:** Professional demeanor required.

Supervisory Responsibility: none

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