

JOBS AT



Vertical is growing, and we're looking for you!

Vertical Communications® is currently looking for qualified candidates for the following position.

Job Title: Technical Support Engineer

Location: Various across major markets

Job Description

Vertical Technical Support Engineers provide advanced technical support for Enterprise customers with system installations, configurations, upgrades and migrations. If you're a fast learner who can keep pace with rapidly evolving communications technologies and enjoys developing approaches to solutions to efficiently resolve issues, we're looking for you!

Primary Job Responsibilities

- Provide expert level Technical Support to Vertical Enterprise customers.
- Focus on rapid identification and resolution of customer issues by analyzing symptoms, logs and other data to efficiently resolve issues.
- Extract specific logs to show error(s) and evidence of diagnosed root cause.
- Provide timely and effective resolutions to support requests based on internal and external service level agreements (SLA).
- Document customer interactions using NetSuite ticket management system.
- Set up lab configurations for problem replication and advanced troubleshooting
- Coordinate and manage multiple escalations with other engineers, management and executives.
- Assist in development of knowledge base to document best practices and troubleshooting techniques.
- Occasional travel to customer site may be required to troubleshoot and resolve issues.
- Fulfill additional duties as assigned.

Qualifications

- Bachelor's degree with minimum 4-6 years' of relevant telephony technical support experience providing level 2 or level 3 support.
- Advanced and practical knowledge of TDM and VoIP technologies.
- Experience with one or more applications (Unified Messaging, IVR, Contact Center or Mobility) a plus.
- Excellent organizational, customer service and interpersonal skills.
- Excellent analytical, troubleshooting and problem-solving skills.
- Excellent verbal and written communications skills.
- Ability to work independently and in a team setting.
- Ability to come up to speed rapidly on new technologies.
- Telephony and networking related certifications a plus.

Interested? We want to hear from you! Please send your resume to hr@vertical.com.

Vertical is an Equal Opportunity Employer.