

Job Description

Tier-1 Field Service Engineer

Aneeva Ltd. - Business Acceleration in Europe – is looking to hire an IT Support person with good interpersonal skills. The assignment is intended for either:

- a freelancer with whom Aneeva will make a strong long-term commitment, or
- an IT service company who can provide the needed support with the a long term commitment.

The location of the work is mainly in Denmark, but might be expanded to additional Scandinavian countries and the person should preferably live in the Oresunds Region.

General

As **Field Service Engineer** you will be responsible of providing first level of technical support, software and hardware installations, upgrades, basic troubleshooting, prearranged configuration changes, operation optimization, site survey preparation, and training:

- Daily follow up on all the assigned service requests and perform promptly the necessary actions to correct and repair the problems.
- Respond to any customer and Tier-1 service requests; provide system's corrective advices by telephone and travel to site for corrective action, if necessary.
- Update the assigned service request in the CRM system on daily basis.
- Ensure and perform periodical preventive maintenance according to the service contract.
- Updating SiteBook on period basis.
- Follow-up corrective action activities and communicate status to the assigned Service Manager on a timely basis and report on exceptional events.
- Handle RMA procure and logistics accordantly to Company RMA procedure.
- Coordinate distribution and installation of software fixes and versions to customers.

Technical Qualifications

- Electronics, Software or other technical degree (Technician / Practical Engineer / Engineer).
- Knowledge of multiple Operating Systems (Solaris, UNIX, Windows) including installation administration and configuration.
- Knowledge of databases (Sybase server, Oracle) and SQL commands.
- Knowledge of communication network structure (LAN, WAN), protocols (TCP-IP, ISDN, X25) and communication equipment functionality and configuration (hubs, switching hubs, routers)
- Knowledge of Telephony protocols such as SS#7, ISDN.
- Knowledge of hardware – PC H/W modules, driver's installation.
- 2 years of experience as support engineer
- Analysis and problem diagnostic capabilities - System wide approach.

Job Description

You will be responsible for 1st and 2nd tier support of one or more customers and must respond according to pre-defined Service Level Agreements (SLA).

The scope of work may vary but will sum up to working hours corresponding to close to a full time job over a 12 months period, divided between the following main tasks:

- Training by Company (partly done during installation at customer)
- Participating in installation of systems
- Maintain updated and relevant knowledge about the installed systems
- Periodic visits to the customer for pre-emptive maintenance
- On-call duty 24/7 (backed up by European Support Center)

We expect that you maintain customer satisfaction by:

- Responding promptly and efficiently to any service requests.
- Understanding the conditions and terms of the assigned projects' service contracts and fulfil service commitments.
- Establishing a good working relationship with the customers.
- Reporting exceptional service problems (technical and non-technical) to assigned Service Manager, conformance with escalation procedure.
- Prevent and report technical escalation that is about to become a management escalation.
- Identify customer needs.