



Technical Support Engineer Job Description

Job Title: *Technical Support Engineer*
Reports to: Application Support Manager
Status: Exempt

Department: *Support*
Date Posted: August 28, 2008

SUMMARY

The Technical Support Engineer is responsible for customer support services at Metrix LLC via programming customizations, corrections and enhancements for the clients. This person will provide technical support, trouble shoot and repair customer issues for the Metrix product lines.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responsible for providing technical support coverage during hours assigned
2. Program corrections/enhancements to the Metrix product lines
3. Provide patches to clients as appropriate
4. Provide updates on all in Metrix Client Database (MUSE)
5. Verify customer issues in the Metrix product lines
6. Provide a knowledge base to internal and external customers on Metrix product lines
7. Provide accurate problem descriptions, with all necessary support documentation for inter-department triage of client issues.
8. Escalate issues as needed to Application Support Manager.
9. Work as a team to meet contractual support requirements.
10. Have good cross department communication and relationships.
11. Provide resolution of support issues by having a strong understanding of the Metrix Application Suite.
12. Assist in the retention of support contracts by offering superior customer support experience.
13. Assist in the education of clients on the Metrix application suite
14. Have a valid passport and be able to travel 10% of the time
15. Other duties as assigned.

EDUCATION AND/OR EXPERIENCE

BBA in MIS or BS in Computer Science with software development emphasis with minimum of 3 years support programming experience in classic ASP, .Net 3.0 framework, or C#.

SKILL SET NEEDED

1. Attention to detail and strong problem solving skills
2. Strong understanding of XML, .Net 3.5 framework, C# or equivalent
3. Ability to perform presentations in a client setting
4. Ability to comprehend written and verbal communication
5. Ability to work as part of a team to get resolution to client issues
6. Communicate effectively with both internal and external customers
7. Present a professional image to the customer
8. Manage time and set priorities for tasks
9. Understand the functionality of Metrix software applications, in context of client usage
10. Practice effective self-management
11. Support aptitude