

JOB DESCRIPTION

JOB TITLE: Technical Support Engineer 2

JOB SUMMARY:

As a leading voice solution provider, Mountain Leverage is seeking a technical support engineer to join our growing team. In this role you will own the day-to-day support issues reported by our customers. You will work directly with customer contacts, collecting logs and analyzing reported issues, driving toward ultimate resolution of all customer problems while working closely with the internal development team. In addition to handling customer technical inquiries, this position will also proactively report on technical issue statuses and customer system health. Additional responsibilities include quality assurance testing activities for new system functionality as well as bug fixes.

WORKING CONDITIONS:

Location:

1. Home-based office
2. Occasional travel

Other:

1. Extending coverage outside of normal work hours may be required
2. Available to be on call in our after-hours support coverage rotation will be required. The support rotation runs from Friday 5 PM to Friday 8 AM EST.
 - a. After hours support calls average ~2/week

Internet Service Requirements:

- *Internet access provided by a cable or fiber provider*
- *DSL, satellite and wireless broadband is NOT permitted*
 - *Exceptions may be made if latency and packet loss are below an acceptable minimum.*
- *Minimum upload speed of 5 mbps*
- *Minimum download speed of 10 mbps*

Before any technical or educational requirements are considered, all Mountain Leverage employees must possess traits of honesty, integrity, and honor. They must be flexible, adaptable, and open to change. They must also be critical thinkers, problem-solvers, and team-players. And last but not least, they must have a great sense of humor and desire to have FUN at work!

MINIMUM REQUIRED QUALIFICATIONS:

- 3+ years software technical support or related experience.
- Technical experience where knowledge of networking fundamentals (e.g. TCP/IP, FTP, DHCP, Telnet, routing, and client/server computing) was demonstrated.
- Technical experience in a support environment, including working directly with the end-user.
- Capable of working with a distributed workforce/team.
- Highly customer-oriented.
- Ability to travel up to 10% of their work hours.

ADDITIONAL DESIRED QUALIFICATIONS:

- Bachelor of Science degree preferred.
- Experience with mobile applications, distribution/warehousing, medical, manufacturing, or voice applications is a plus.
- Experience in the entire lifecycle of product development and service delivery.
- Skill in managing multiple tasks, often with competing deadlines.

PRINCIPAL DUTIES & RESPONSIBILITIES (Essential Functions):

- Coverage of the support phone and email during normal business hours.
- Initial triage of reported issues, including collecting logs, assessing customer data, and summarizing reported problems.
- Escalation and effective communication of technical issues as necessary within the Support and Engineering teams.
- Ownership of issues from initial contact to final resolution.
- Provide full documentation of all support activity and customer communication in the Mountain Leverage Support Desk application.
- Leadership within all facets of Technical Support including identification of customer issues and proactive resolution.
- Seek out additional training and methods to improve yourself, the team, and the processes.
- Own a specific area of responsibility that interests you and contributes to a better customer experience.
- Completion of customer software upgrades including pre-upgrade / post-upgrade customer communication and utilization of support tools for both server and mobile device firmware/software upgrades.
- Perform functional, integration, and system-level testing to simulate customer use of an integrated voice solution. This includes test setup, execution, and problem reporting and documentation.
- Participate in the improvement of SQA processes and testing as time permits.
- Help maintain defect tracking and test plan repository systems.
- Assist with product specifications (e.g. wish list, future development, new ideas, etc).

KNOWLEDGE, SKILLS & ABILITIES:

- Required
 - Evidence driven diagnosis and troubleshooting skills.
 - Exceptional communication skills (phone, email, in-person) in order to work effectively in a technical environment as well as in a non-technical business user community.
 - Excellent technical and explanatory writing skills.
 - Strong understanding and knowledge of use of service request and bug tracking systems.
 - Ability to adapt and willingness to learn new technology or techniques.
 - Strong organizational self-management skills.
 - Ability to organize, analyze, and execute several concurrent tasks and activities.
 - Intermediate knowledge of Microsoft Windows (eg. Server 2012, Windows 10).
 - Intermediate knowledge of databases and database technologies (e.g. Microsoft SQL Server and Oracle).
 - Intermediate knowledge of programming or scripting languages.
 - Proven ability to deliver outstanding customer-oriented results in a high-pressure, time-sensitive environment.

To apply, send resume and brief introduction to: careers@mountainleverage.com

Examples of Technologies Used at Mountain Leverage

- Networking
 - IP address configuration (DHCP vs static), Name Resolution, Gateways / Routing
- Wireless Networking
 - Access Point, SSIDs, authentication, encryption
- Servers (Physical and Virtual)
 - Remote access / VPN / RDP
- Operating Systems
 - Resource management, services, authentication
- System Interfaces and Integrations
 - Transport mechanisms: FTP, sockets, web services, RPC, direct database
 - Data formats: Various types of flat and delimited files, XML, JSON
- Domain Knowledge in Warehousing and Distribution
 - Receiving, Picking, Packing, Put-away
- WMS/ERP
- Voice Systems
 - Voice architecture (how devices talk to server application, middleware, screen scraping)
 - How voice recognition works and is trained/enrolled
 - Troubleshooting voice recognition problems
 - Localization (for language differences)
 - Check digits / how voice confirms things
 - Device configuration

Mountain Leverage Core Concepts

Please consider the below core concepts for Mountain Leverage before considering employment. All members of the team are expected to strive towards living these values in their daily work.

Founder Mindset

Values	Declarations
<ul style="list-style-type: none"> ★ Passion ★ Impact ★ Judgment ★ Innovation ★ Problem solving ★ Continuous improvement ★ Fearlessness 	<ul style="list-style-type: none"> ★ We are waging war on the status quo by solving problems in a new way or even creating a new industry entirely. ★ We have a deep understanding and connection to what our company stands for. ★ We are obsessed with the details of our business and focus on the customer connection. ★ We insist that we all think like owners.

Artisan Perspective

Values	Declarations
<ul style="list-style-type: none"> ★ Integrity ★ Impact ★ Excellence ★ Creativity ★ Passion ★ Critical thinking 	<ul style="list-style-type: none"> ★ We are intentional about our craft, beginning with the outcome in mind. ★ We take special care to select the best fit material and/or product for any project. ★ We are attentive and learn through humility, not to be limited by past successes or failures.

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<ul style="list-style-type: none"> ★ Detail-oriented ★ Abstract thinking ★ Possibility 	<ul style="list-style-type: none"> ★ We realize great value in perfecting the processes of creation and optimization.
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Industrial Ingenuity

<p>Values</p> <ul style="list-style-type: none"> ★ Grit ★ Consistency ★ Ingenuity ★ Diligence ★ Persistence ★ Independence ★ Tenacity 	<p>Declarations</p> <ul style="list-style-type: none"> ★ To ensure successful outcomes, we recognize the value of consistent, industry-leading execution. ★ We willingly sacrifice our comfort in exchange for the value of hard work. ★ We roll up our sleeves and employ ingenuity, toughness, and technology to overwhelm any challenges in front of us. ★ We do what it takes to get the job done, within the boundaries of our ethics.
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Warrior Spirit

<p>Values</p> <ul style="list-style-type: none"> ★ Honor ★ Dedication ★ Effective communication ★ Resilience ★ Collaboration ★ Preparedness ★ Purpose 	<p>Declarations</p> <ul style="list-style-type: none"> ★ We will communicate consistently and effectively, never leaving stakeholders uninformed. ★ We courageously stand by our team, which includes employees, customers, partners, vendors, and other stakeholders. ★ We will always endeavor to uphold the prestige, honor, and high esprit de corps of Mountain Leverage. ★ We prepare and train as we plan to battle, with the highest of honor, excellence, and dignity. ★ We acknowledge and appreciate customer trust; we will never break that trust. ★ We never accept defeat.
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Farmer Virtue

<p>Values</p> <ul style="list-style-type: none"> ★ Credibility ★ Natural Law ★ Empathetic ★ Ecological ★ Fairness ★ Accountability ★ Stewardship ★ Resourceful ★ Nurturing 	<p>Declarations</p> <ul style="list-style-type: none"> ★ We do not cut corners in our quest for greatness. ★ We understand that all actions have an impact elsewhere in the world, both locally and globally. ★ We have an innate responsibility to be excellent corporate citizens. ★ We treat all people with respect, kindness, and empathy. ★ We think positively and plan accordingly for the harvest ahead, while also tending to the work of today.
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