

JOB DESCRIPTION

JOB TITLE: Technical Support Engineer 2

JOB SUMMARY:

Mountain Leverage, a leading voice solution provider, is seeking a skilled Technical Support Engineer to join our growing team. In this role, you will take ownership of day-to-day support issues reported by our customers, working directly with customer contacts to collect logs, analyze issues, and drive resolutions. You will collaborate closely with our internal development team to ensure all customer problems are effectively resolved. Additionally, this position involves proactive reporting on technical issue statuses and customer system health, along with performing quality assurance testing for new system functionality and bug fixes.

WORKING CONDITIONS:

Location: Home-based office

Travel: Occasional travel required

Other:

- Coverage outside of normal work hours may be required.
- Participation in our after-hours support rotation (Friday 5 PM to Friday 8 AM EST) is mandatory, with an average of two after-hours support calls per week.

Internet Service Requirements:

- *Must be provided by a cable or fiber provider.*
- *DSL, satellite, and wireless broadband are not permitted unless latency and packet loss are below acceptable levels.*
- *Minimum upload speed: 5 Mbps.*
- *Minimum download speed: 10 Mbps.*

Before considering technical or educational qualifications, Mountain Leverage values employees who demonstrate honesty, integrity, and honor. Flexibility, adaptability, and openness to change are essential traits, along with being critical thinkers, problem-solvers, and team players.. And last but not least, we value individuals with a great sense of humor and desire to have FUN at work!

MINIMUM REQUIRED QUALIFICATIONS:

- 3+ years of software technical support or related experience.
- Demonstrated knowledge of networking fundamentals (e.g., TCP/IP, FTP, DHCP, Telnet, routing, and client/server computing).
- Experience working directly with end-users in a support environment.
- Ability to collaborate effectively with a distributed workforce/team.
- Strong customer orientation.
- Willingness to travel up to 10% of 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 with AIDC equipment deployment and management.
- Familiarity with the full lifecycle of product development and service delivery.
- Ability to manage multiple tasks with competing deadlines.
- Proficiency with RESTful APIs and basic knowledge of SaaS integrations.
- Advanced understanding of fundamental network functions, standards, and protocols (e.g., proxies, SSL, load balancers, LDAP).

PRINCIPAL DUTIES & RESPONSIBILITIES (Essential Functions):

- Provide support coverage via phone and email during normal business hours.
- Conduct initial triage of reported issues, including log collection, data assessment, and problem summarization.
- Escalate and communicate technical issues within the Support and Engineering teams as necessary.
- Take ownership of issues from initial contact through to final resolution.
- Fully document all support activities and customer communications in the Mountain Leverage Support Desk application.
- Lead efforts in identifying and proactively resolving customer issues.
- Pursue additional training and improvements for yourself, the team, and processes.
- Manage specific areas of responsibility that enhance the customer experience.
- Complete customer software upgrades, including pre-upgrade/post-upgrade communication and use of support tools for server and mobile device firmware/software upgrades.
- Perform functional, integration, and system-level testing to simulate customer use of integrated voice solutions, including test setup, execution, and problem documentation.
- Participate in improving SQA processes and testing.
- Help maintain defect tracking and test plan repository systems.
- Assist with product specifications, including wish lists, future development ideas, and new concepts.

KNOWLEDGE, SKILLS & ABILITIES:

- Required
 - Evidence-driven diagnosis and troubleshooting skills.
 - Exceptional communication skills (phone, email, in-person) for both technical environments and non-technical business user communities.
 - Excellent technical and explanatory writing skills.
 - Strong understanding of service requests and bug-tracking systems.
 - Ability to adapt and learn new technologies or techniques.
 - Strong organizational and self-management skills.
 - Ability to organize, analyze, and execute multiple concurrent tasks and activities.
 - Intermediate knowledge of Microsoft Windows (e.g., Server 2019, Windows 10).
 - Intermediate knowledge of databases and database technologies (e.g., Microsoft SQL Server, Oracle).
 - Intermediate knowledge of programming or scripting languages.
 - Proven ability to deliver outstanding customer-oriented results in high-pressure, time-sensitive environments.

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Examples of Technologies Used at Mountain Leverage

- Networking:
 - IP Address Configuration: DHCP vs. Static, Name Resolution, Gateways, and Routing.
 - Wireless Networking: Access Points, SSIDs, Authentication, and Encryption.
- Servers (Physical and Virtual):
 - Remote Access: VPN, RDP.
- Operating Systems:
 - Resource Management, Services, and Authentication.
- System Interfaces and Integrations:
 - Transport Mechanisms: FTP, Sockets, Web Services, RPC, Direct Database Access.
 - Data Formats: Flat and Delimited Files, XML, JSON.
- Domain Knowledge in Warehousing and Distribution:
 - Core Processes: Receiving, Picking, Packing, Put-away, Loading, Cycle Counting.
- WMS/ERP Systems
 - An understanding of the basic functions of these systems and how they work together.
- Voice Systems:
 - Voice Architecture: Communication between devices and server applications, Middleware, Screen Scraping.
 - Voice Recognition: How it Works, Training and Enrollment, Troubleshooting.
 - Localization: Adaptations for Language Differences.
 - Check Digits: Voice Confirmation Processes for Items and Locations.
 - 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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