3CLogic is looking for talented technical support engineers who are passionate about customer success, excel at problem-solving, have a hunger for knowledge, aptitude for learning and are adept at using technical to investigate and solve issues. 3CLogic Support is a 7x24 contact center environment. As such, Support Engineers may be required to work in various shifts to ensure availability to our customers.

Designation: Technical Support Engineer - II
Vacancy: 2

Job Responsibilities

- Excellent **analytical skills** with the mindset of a problem solver.
- Excellent listening, written and verbal **communication skills**.
- Strong technical understanding of how web applications and information systems work.
- Ability to **read product logs** to identify anomalies and issues.
- **Take ownership** and monitor support requests to ensure a timely resolution.
- Handle customer queries via Email, Phone Calls, and Chat.
- Design/develop **custom reports** for department use.
- Participate in internal and customer facing calls related to support issues.
- Interact directly with customers to obtain additional information or to provide status updates or resolutions.
- Interact with the 3CLogic Engineering and Operations team to resolve support issues.
- Organize and lead conference calls during customer-affecting service interruptions.
- Identify improvements to process and seek ways to improve customer satisfaction.
- Update Knowledge Base upon resolution of a support issue to document the solution for future reference.
- Ensure Service Level Targets for Case Response times are met.
- Participate in a shift and 'on-call' rotation as necessary, to provide support coverage outside of standard business hours.

Preferred Skills

- Prior experience with telephony solutions, such as genesys/cisco/avaya, is a plus
- Knowledge of Amazon Cloud Services is a plus.
- Good working experience in databases and should be able to write SQL queries.
- Familiarity with tools like Wireshark, Postman, Fiddler, Excel is a plus.
- Operating systems: Windows (7, XP, 2003, 2008) and UNIX (Solaris, Linux, others)
- Knowledge of TCP/IP Networking is a plus
- knowledge and relevant experience in the following areas: SIP and RTP.

- Web technologies: XML/Javascript, web servers (IIS, Apache/Tomcat, Web Sphere), HTTP.

Qualifications/Educational Requirements:
- Requires at least a two-year college degree in Information Technology or equivalent.
- 2+ years of software technical support and/or development, or other relevant experience.