

CAREER OPPORTUNITY

Support Engineer

Office Location | Cambridge, MA

The Company

Reputation Institute (RI) is the world's leading provider of stakeholder measurement, membership and management services, working with global brands like BMW, Lego, Pfizer, P&G and SAP. For 20 years, RI has been at the front lines of brand and reputation management, and now fueled by new investments and the success of our team members and partners in 40 countries, we are planning to aggressively grow our US operations in 2017.

Known globally as the reputation experts, RI delivers our data, insights and best practices through hands-on client engagements, subscription services, and our Reputation Leaders Network (RLN) events and executive training. Over the next year, we also plan to launch new SaaS tools and add-ons that bring our stakeholder benchmark data to new markets and popular analytics platforms.

The Role

We are looking for a Support Engineer (SE) to provide enterprise-level assistance to all of our US offices and clients. The SE will be responsible as a first level of support RepTrak Analyzer platform which includes UI/UX, Reports, AWS Cloud System and API's. The individual will also be responsible to diagnose and troubleshoot software and hardware problems and will be leveraging Jira Service Desk to manage all the tasks.

Specific Responsibilities include:

- Taking ownership of customer issues reported and seeing problems through to resolution
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Research and identify solutions to software and hardware issues
- Diagnose and troubleshoot technical issues, including account setup and coordinating with third party vendor Techseed as per need basis
- Track computer system issues through to resolution, within agreed SLA's (Service Level Agreement)
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- Provide prompt and accurate feedback to customers
- Refer to internal database or external resources to provide accurate tech solutions
- Ensure all issues are properly logged in Jira Service Desk
- Provides end-user hardware and/or software support and setting up new laptops

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- Assesses malfunctions of hardware and/or software applications for the purpose of determining appropriate actions to maintain laptop, printing, and network
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting
- Onboard new users
- Document technical knowledge in the form of notes and manuals in Wiki
- Maintain jovial relationships with clients

Professional Qualifications

To be qualified for this role, you should hold a degree in a relevant field, like Computer Science, IT or Software Engineering with at least 3+ years of experience as a support engineer. Microsoft, Linux or AWS certification is a plus. If you're naturally a helper, enjoy assisting people with computer issues and are able to explain technical details simply, we'd like to meet you. Ultimately, you will be a person our customers trust. They will rely on you to provide timely and accurate solutions to their technical problems. This is a full-time position and candidates must be willing to work on-site at our Madrid office during the work week.

- Excellent analytical and problem solving skills
- Experience with Jira, Agile Methodology, and knowledge-based systems is a must
- Previous experience dealing with support cases or requests via e-mail, telephone and in person
- Practical experience of Windows Server, Linux, Cloud Management System (AWS)
- Experience with Business Intelligence Systems and SQL is plus
- Ability to work both independently and as part of a team
- Excellent customer service skills
- Understanding of software development cycle
- Analysing call logs to spot common trends and underlying problems
- Understanding of change and release management
- Comfortable interacting with wide-range of customers and technical issues
- Working with employees to identify computer problems and advising on the solution

An ideal candidate will possess:

- Superior interpersonal skills including speaking and written communications.
- Language Fluency: Professional Level English (Required)
- Willingness to travel if necessary
- Legal ability to work in the Spain

Compensation

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The **Support Engineer (SE)** compensation includes a competitive base salary, annual performance bonus and a comprehensive benefits package. Reputation Institute is committed to diversity in the workplace and is an Equal Opportunity Employer.

For more information about the firm, please visit our website at www.reputationinstitute.com.


Please address all cover letters and resumes to Debra Sulser, VP of Global Human Resources, recruiting@reputationinstitute.com.

Hear what our clients and team say about RI

RI is the best place to grow as a professional. We work hard and we have fun doing it. Simply put, we are the Gold Standard of reputation management. Our Founders literally wrote the book on it and our clients sing our praises.


What organizations say about RI!

"Our CEO now utilizes quarterly general-public reputation measures in 15 countries consolidated into a single dashboard to report to our Board. Reputation Institute's framework has helped us understand our stakeholders."

 Chief Marketing Officer,
MasterCard Worldwide


RepTrak®
Trust

"To be ranked among the most reputable companies is a great honor, and a reflection of what our 325,000 team members strive to deliver every day."

 SVP Integrated Marketing
and Communications, Fedex


Expertise
Honest Integrity

"We believe the survey is a great way to measure how we perform as a company and we remain dedicated to continue to live up to the expectations children, parents and other stakeholders have on us."

 President and CEO,
The LEGO Group


Global RLN

"A large part of Levi Strauss & Co.'s successful 162-year history is our commitment to quality apparel that never goes out of style and an unrelenting focus on innovation."


 President and Chief
Executive Officer,
Levi Strauss & Co.

Teamwork
Advisor

"We believe reputation is built on our commitment to customers to provide quality, innovative products and back them with integrity."

 Director, Global Public
Relations, John Deere

"Bacardi strives for continuous progress and improvements in everything we do. It's very rewarding to see that we are making real strides in corporate governance, innovation, reputation and overall citizenship with others around the world taking notice. A three-point jump in just one year to the number 90 spot in the Global RepTrak 100 rankings is extremely satisfying."

 CEO, Bacardi Limited

What our team says about RI

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"To me, RI is an opportunity to create a legacy in reputation measurement and management. The chance to do great work, be great, and expand upon our reputation as the gold standard in our field of reputation."



"It means transparency, collaboration and partnership across offices and departments."

"We share the same financial goals – and we show each other the respect deserved. We have a spirit of we win together. No one person can claim all the success and no one person takes all the blame."



"A better system of communication and transparency. I do know that geographical distance presents an issue, but I do believe that it will be of high value if we learn more about the people in different offices."

"One RI is a mindset, a way of working, and a collective goal. Globally we need to unite around a common purpose and to collectively work towards the same outcome."

"I recently joined RI and from my vantage point One RI means that although we are dispersed throughout the globe we share a single vision."

For more information about the firm, please visit our website at www.reputationinstitute.com