



Position Title: Support Engineer II - Hosted VoIP
Division: Customer and Network Solutions
Department: Data Services
Reports To: Commercial Services Support Manager

Position Summary:

Provide in-depth product support for our Hosted VoIP customers. Analyze, identify, and correct problems that result in network or system outages, including LAN, WAN, hardware failures as well as product defects. Perform Moves, Adds, Changes (MAC) as required if backup is needed. Provide resolution on a broad product set using previous and ongoing experience.

Primary Responsibilities

1. Provide in-depth troubleshooting and product support which will include gathering information regarding the problem, testing and analyzing configurations, traces and dumps, and other information for products supported by Customer and Network Solutions (CNS).
2. Prioritize and provide feedback on status of customer tickets. Serve as primary contact for Support Engineer Level I personnel on more complex issues and tickets. .
3. Attend meetings and work with SMB Network Engineers on escalations.
4. Track status information within our ticketing database. Provide current problem status and problem resolution plan to internal and external customers on a regular basis.
5. Recommend and implement software updates in specialized product areas, including Cisco IOS, CCM, Unity, IPC and associated connected systems.
6. Create and implement complex problem resolution plans as needed.
7. Close at least 80% of all customer tickets that are assigned within the defined Service Level Agreement (SLA) without having to escalate within or outside of support.
8. Maintain on-call availability to assist with customer situations and tickets as needed.
9. Help develop and maintain process and procedures for Hosted VoIP.
10. Study and learn new products, protocols, and networking technology.
11. Act as a liaison between Customer Support team and other departments.
12. Lead projects assigned by management as requested
13. Perform all other duties as assigned.

Work Relationships:

Work closely with external and internal customers and vendors. Communicate with other departments regularly regarding technical support. Report to Commercial Services Support Manager.

Work Conditions/Equipment:

Work performed indoors with physical activity consisting of normal office work. Utilize basic office machines and computer equipment daily. On-call and after hours availability required. Regular and timely attendance required.

Minimum Qualifications:

- 4-year degree in related technical field or the equivalent in experience.
- 3 years technical customer support experience.
- Minimum of 6 months to 1 year of Cisco voice experience required.
- CCNA required.
- Excellent analytical troubleshooting skills.
- Excellent verbal and written communication skills.
- Strong organizational skills and ability to make critical decisions.
- Strong customer service skills.
- Ability to obtain and maintain a security clearance.
- Knowledge of at least two of the following: Database subsystems, LAN/WAN protocols, Cisco CCM and/or Unity design, Network tools to aid in fault resolutions, Network security and access methods, UNIX/NT/XP operation systems.
- Ability to work shift work including nights, weekends, and holidays.
- Ability to work on-cal

HickoryTech offers a competitive compensation and benefits package. Qualified candidates can prepare a two to three paragraph write on describing why you qualify for the position and send to Dimas Lopez (dlopez@enventis.com) **Deadline: April 16, 2013**

