

TeleDirect International, Inc.
Job Description

Title: **System Support Engineer**
Department: **Product Support**
Revised: **January 2007**

Objective

Provide support to internal and external customers including training, troubleshooting and maintenance of software.

Primary Responsibilities:

1. Provide high level technical support (hardware/software) for TDI clients.
2. Develops training programs and facilitates training sessions for internal and external customers.
3. Performs acceptance testing on new software version releases.
4. Develops and documents upgrade procedures and coordinates plans for release.
5. Estimates and develops custom software requests.
6. Maintains customer software site library.
7. Recreates software problems and analyzes in order to contribute to future engineering and development.
8. Serves as a member of MR review committee and reviews severity of system faults.
9. Develops and publishes various reports.
10. Any and all other job related duties as assigned.

Required Skills/Experience:

- Excellent computer skills.
- Excellent troubleshooting and problem solving skills.
- Excellent customer service and phone etiquette.
- Critical and analytical thinking
- Demonstrated ability to be a team player and a willingness to lend a hand with any project
- Ability to work on and manage several projects at once.
- Ability to adapt quickly to schedule changes
- Ability to communicate effectively, verbal and written.
- Ability to make technical presentations to a non-technical audience.
- Ability to travel on short notice.
- Working knowledge of a variety of computer hardware, software and network systems.

Preferred Skills/Experience:

- 2-3 years experience with SQL relational databases as detailed below:
 - Able to create and understand Select, Insert, Delete, and Update statements.
 - Familiar with the use of cursors, triggers and stored procedures.
 - Comfortable with Enterprise Manager and Query Analyzer.
 - Understand and able to make changes to data in a flat file format.
 - Working knowledge of DTS packages.
 - Able to create and troubleshoot SQL jobs.
 - Basic backup and restore options in SQL.
- 2-3 years experience with the following operating systems:
 - Windows 2000 Server and Professional
 - Windows XP
 - Windows 2003 Server
 - Windows Terminal Server
 - Citrix Metaframe
- Experience in a business environment with the following software:
 - Microsoft Access, Word, PowerPoint, Excel, Visio, Remote Desktop
 - Remote Software – Netop, PCAW, DameWare, VNC, WebEx, etc...
 - VPN – Checkpoint, Cisco, Sonic Wall, etc...
 - ActiveX, XML, VB, CRM, CIM, etc...

- Experience with Telephony and VoIP integration:
 - Dialogic telephony hardware
 - Working knowledge of PBX/PSTN technologies
 - VoIP, CODEC, RTP, Jitter, SIP, H323, MGCP, PGW, BTS, ITP

Qualifications and Requirements:

Education: Bachelors degree in Computer Science or related field, or work related equivalent.

Experience: Two to three years related experience troubleshooting and providing technical support and training.

Reporting Relationships:

This position reports directly to the Customer Service Manager.

Supervisory Responsibilities:

None

Other Requirements:

Travel and on-call hours are required.

***The above statements are intended to describe the general nature of work assigned to this job.
This is not intended to be an exhaustive list of all responsibilities, duties and requirements.***