JOB DESCRIPTION

Technical Support Engineer – Level 2

Job Summary:

Level 2 TSE’s work under limited supervision and are responsible for resolution of technical Issues.

Job Responsibilities:

- Provides direct technical support to customers on installations, usage, or maintenance of company products to ensure that the system is functioning according to specifications
- Escalation point for the Knowledgebase and external Level 2 certified customers
- Responds to customer inquiries concerning system software and applications
- Provides immediate customer assistance for emergency and URGENT fixes as defined in service definition.
- Creates temporary “work-around” for immediate customer issues where appropriate
- Documents and logs all contacts and actions into database per specified guidelines
- Uses a lab to simulate customer environment and issues
- Escalates to Level 3 customer issues unresolved at Level 2 by packaging, with concise description, actions, and traces required for escalation of “bugs” and/or “request for assistance”
- Follows customer issues through to completion to ensure resolution and customer satisfaction have been achieved.
- Works with engineering on hardware and software testing and reviews to assist in Quality release
- Assists in creating technical documents, and training material
- Provides work direction, problem resolution, and training to other technical support personnel
- Assists the sales team by answering questions, providing technical information and conducting product demonstrations, both remotely and in person
- Involvement in company work groups who plan direction of Customer Support work processes and procedures
- Involvement in customer and company focus groups
- Participates in off-site travel to customer locations, trade shows, training schools and other required facilities
- Addition responsibilities as required

Essential Functions/Job Skill Requirements:

- Excellent verbal and communication skills
  Languages: Speak English, Speak Spanish, Read English, Read Spanish, Write English, Write Spanish
- Excellent analytical and troubleshooting skills
- Excellent customer service skills, including the ability to deal calmly, positively, and professionally in tense or elevated situations and with upset or frustrated customers
- Ability to diagnose, troubleshoot, obtain results, provide solutions for a broad range of technical problems
- Responsible; able to manage time effectively and work efficiently, both with and without direct supervision
- Complete knowledge of company products, systems, applications and current operating systems
- 5 + years related experience, with at least 2 in understanding of hardware for related systems and/or applications
- Business Maturity
- Ability to understand the global corporate picture
- Focus toward and understanding of the customer needs
- Mentor/Teacher of others
- Interpersonal Skills, specifically working with co-workers, customers, and management
- Dependability
- Accessibility
- Leadership skills
- PC/Workstation skills including but not limited to proficiency in Microsoft Office, all Microsoft operating systems and industry standard imaging software (I,e, Adobe, MGI, Arcsoft, etc.)

Reports to: Vice President - Walt Thinfen
Company is located in Pleasanton, Hacienda Business Park
Website: www.visioneer.com  www.xeroxscanners.com
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