

ROLE DESCRIPTION – SENIOR SUPPORT ENGINEER

Job title:	Senior Support Engineer
Reports to:	For support: Support Team Lead Line Manager: Support Manager/Human Resources Manager
Department:	Delivery
Starting date:	As soon as possible
Main purpose of the job:	The employee will be involved in supporting a large range of software products in the field of mobile telephony, mobile commerce, telecoms messaging and telecoms interworking using state-of-the-art technologies
Duties & Responsibilities	<ol style="list-style-type: none"> 1. Provide expert level support to Computaris customers located worldwide (via telephone, defect tracking tool, email) 2. Assist customers with operation and configuration of Computaris supported software 3. Ensure that the problems reported by customers are properly understood 4. Assure that the investigation results are properly communicated to the customer 5. Ensure that the proposed solutions are understood correctly by the customer 6. Make sure problems are solved promptly within the customer SLAs 7. Achieve customer satisfaction and support metric goals 8. Fix the software based on specification documents or other helping materials and assure the defect is fixed in all the supported versions of the software 9. Create and execute software test plans 10. Enhance software created in earlier projects 11. Install and integrate software that has been developed on customers' system 12. Update technical documentation for software that has been developed. 13. Sometimes train customer support staff 14. Adhere to Computaris time reporting and other administrative procedures using Computaris' tools for this purpose. 15. Develop software according to agreed budgets with high quality, following Computaris quality standards based on ISO 9001 16. Agree and execute a Staff Development Concept to

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	<p>constantly improve professional skills relevant to Computaris business.</p> <p>17. Take part in an out of hour third-level support rota, when required to do so by Computaris.</p> <p>18. Team-leading and expert in areas to be defined</p>
Contacts	Other support team members, support manager, team leaders, project managers, system architects, directors, customer's staff, staff of associated companies, operator's staff
Requirements	<ul style="list-style-type: none"> • A good university degree in Computer Science or a related discipline. • Minimum 2 years full-time working experience in an IT company after completing your degree. • Experience with software development in Java, "C", Oracle and Unix. • Experience with Oracle database. • Experience with high performance systems and computer communications protocols. • Excellent written and spoken English. • Highly motivated and ability to work in small teams. • Ability to work under pressure and to strict deadlines • Highly organized and detail oriented. • Experience with contact to customers • Self sufficient/self starter who can work with little or no direction • Prior Customer Support Experience • Knowledge of mobile telecoms
Personality profile	Young, dynamic, self-motivated, initiative, flexible, team player, intelligent, customer friendly, systematic, hard worker
Age	24 – 35
Gender	Male / Female
Additional advantage	Knowledge of scripting languages, Corba, Application Servers
Company offers	<ul style="list-style-type: none"> • Excellent remuneration • Flexible working environment • International projects with travel possibilities • Work in a young and dynamic team.

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Core Requirement	Note / Clarification
Excellent written and spoken English.	Must be able to operate in a business and technical environment in English without assistance, or reference to a dictionary. Should be able to take part in business and technical meetings in English. Should be able to express verbally business and technical concepts clearly and unambiguously in face-to-face meetings and on the telephone. Should be able to write technical specifications and emails about technical subjects clearly and unambiguously. Should comprehend technical specifications without reference to a dictionary.
Ability to work in a team.	In addition to the necessary personality traits, this must have been demonstrated by professional experience where the employee has worked on large software projects where one large piece of software was developed by a team of people (at least 3) and the employee wrote only part of the software.
University degree in Computer Science or related discipline.	The employee must have completed a university degree with a good grade (minimum is equivalent of UK 2:2), preferably a Master's degree but Bachelor's degree is acceptable. If the degree is not in Computer Science then Computer Science should have been part of the degree course, e.g. Mathematics with Computer Science or Electronic Engineering with Computer Science. Exceptionally we can accept people with degrees in other numerate disciplines (Mathematics, Physics, Engineering) but only if they have additional professional experience in IT. People with degrees in other disciplines or without a degree could also be considered if they have at least 5 years' professional experience in IT.
Minimum 2 years' Professional Experience.	The employee should have at least 2 years' professional experience after completing their degree. We can accept a minimum of 1 year's experience if the employee also has the equivalent of 1 further year's professional experience during their degree studies. "Professional Experience" means experience derived from full-time paid work in an IT company or an IT department. In each of the Unix, C, and Oracle skills below the candidate must have current or recent professional experience in the topic, derived from involvement in projects lasting at least 6 months. A minimum of 3 months' experience in one of the topics may be acceptable.
Unix software development experience.	The employee must have professional experience with software development of server programs that run on a Unix environment. Experience with developing programs for a Windows environment is not an acceptable alternative. Linux experience is acceptable but only if it was gained in a professional environment. Experience as a (power) user of Unix or Linux is also not acceptable. Experience as a System Administrator is not acceptable.
C and Java Software	The employee must have professional experience with development

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development experience.	of programs in the “C” and Java languages.
Oracle software development experience.	The employee must have professional experience with developing software (database applications) using the Oracle database. Using Oracle or Database Administration of Oracle is not an acceptable alternative (but is an advantage as an addition). We have a strong preference that the Oracle software development should have been on a Unix environment with Unix-based tools, but we can accept a Windows environment with Windows-based tools provided the candidate fulfils the other Unix requirements above. If the candidate has experience with another database (not Oracle) this might be acceptable but only if they have additional professional experience and if that experience is under a Unix environment.

Additional Factors for Suitability.

Factor	Note / Clarification
Support experience	The candidate should have professional experience in the support area
Knowledge of systematic software development methodologies and procedures.	Candidate should have professional experience of working in a software engineering environment. We develop software using a well-defined process, satisfying ISO 9001. The process consists of requirements, functional specification, technical specification, implementation and testing. The candidate should have worked in such an environment and be familiar with the process.
Knowledge of GSM mobile communications, mobile commerce and billing systems.	These are our applications areas and therefore knowledge of them is an advantage.
Self-motivated / initiative	The candidate have to work on support incidents without everyday supervision.
Flexible	Our customers’ requirements change regularly. We must be able to react to them quickly and regard it as a challenge although it is sometimes inconvenient for us.
Team player	The candidate must share knowledge and communicate well to other team members, management and clients in informal and written modes.
Intelligent	We like gifted people in our team.
Customer friendly	Must be able to face a challenging environment at our customer, perhaps alone, and represent us well. We live from our good reputation.
Systematic, flexible and prepared to be hard worker	Must always work systematically. Not afraid to admit things are behind schedule. Must be able to work hard when there is a deadline approaching or in an emergency situation. This will be rewarded later.

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Team Leadership Skills	In the case of candidates for team leadership positions they must have the technical skills and be willing to play an active supporter's role. In addition they must have professional experience in technical management of support teams.
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End of - ROLE DESCRIPTION

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