



## Technical Support Engineer

### Company Description

Pharos enjoys a growing capacity to be an invaluable resource to those organizations committed to making every print an intelligent decision. To help us, here's one of the positions we're looking for the right person to assume:

### Technical Support Engineer

The successful candidate will be responsible for technical product support to customers and resellers for proprietary software and hardware by Pharos Systems International. The candidate will be a part of a fast-paced team dedicated to meeting service level commitments for installed products around the world. The position will require the candidate to assist customers in addressing a range of complex product problems, which include, but are not limited to: product installation and configuration, problem diagnosis, and prioritization. The candidate must be able to clearly articulate technical instructions/directions to customers of different levels of expertise via email and phone. Excellent grammar and phone manner is an absolute must! The position reports to the Technology Delivery Director.

### Job Description:

- Maintains records, logs and reports of customer assistance utilizing Pharos CRM software.
- Support installed Pharos software; install and/or upgrade Pharos software and related software components remotely on customers' systems.
- Troubleshooting of problems related to Pharos software as well as other third party applications and operating systems that Pharos software depends upon to function in the customers' print environment.
- Assist customers in maintaining their print environment's security and stability.
- Assist customers in learning Pharos applications
- Work with escalation departments (e.g., Software Development, Product Management, Engineering, Sales) as necessary to ensure customer inquiries, issues and problems are addressed timely and effectively.

### Qualifications and Requirements:

- The highest ethics, enthusiasm and passion with a consistently positive attitude a must
- Minimum of AS in Computer Science or related IT field.
- Excellent Customer Service skills and a commitment to customer service excellence and satisfaction.
- Minimum 2 - 3 years technical customer support experience with a proven track record of customer satisfaction.
- Experience with Microsoft Windows Server 2000, 2003, 2008, SQL Server 2003, 2005, XP/VISTA, Apple MAC OS X, Linux.

- Experience with software and hardware that operates in a networked environment. Primary importance – network, print, general technical problem solving skills; ability to investigate network problems related to interaction between Pharos software and print devices, ERP systems, and other applications. Strong experience with software and hardware that operates in a networked environment.
- Technical customer support experience with a proven track record of customer satisfaction.
- Experience with Microsoft Windows Server and SQL Server 2000 through 2008, XP/Vista/Windows 7, Apple MAC OS X.
- Skills with –ping, -nslookup, DNS, telnet, tracer, snmp, ports/sockets, ability to parse log files
- Excellent written, verbal and personal communication skills
- Ability to independently solve technical problems and think creatively.
- One or more of the following technical qualifications are a plus:
  - Microsoft Certified IT Professional
  - Novell Certified Professional
  - CCNA
  - A+ Certification
- 2 – 3 years network and/or systems administration experience is a plus.
  
- Experience with a CRM and/or a problem ticket management application a plus
- Fluency in a foreign language a plus
- Experience with Microsoft Office products (including Word, PowerPoint, Excel, Access, etc.)

### **Compensation:**

Pharos Systems offers competitive salaries commensurate with experience and education, as well as excellent benefits.

Please electronically submit your resume, salary requirements, and at least two references to Pharos Systems International at [careers@pharos.com](mailto:careers@pharos.com)