Technical Engineer

Location: Bengaluru
Job Type: Full time
Department: Technology (Pre-sales)

Experience:

- 5 to 7 years of experience with at least 4+ years in Presales / Consulting

- Experience in Unified Communications, Video conferencing & Networking

- Adapt in understanding Solutions of Avaya, Polycom, Cisco, Juniper & HPE

- A good understanding of the architectural principals of cloud-based platforms that include SaaS components

- Proven track record in a client-facing role such as Technical consultant, Technical Engineer

- Fluent English as well as local language (mandatory)

- Strong problem solving and attention to detail skills, Excellent time management skills

- Ability to implement, administer, and troubleshoot network infrastructure devices, including wireless access points, firewall, routers, switches, controllers

- Provides specific detailed information for hardware and software selection

- Ability to quickly learn new or unfamiliar technology and products using documentation and internet resources

- Ability to work with all levels of staff within and outside of IT and outside the organization

- A self-starter able to work independently but comfortable working in a team environment

- Good analytical and problem-solving skills, dependable and flexible when necessary

- Network security experience LAN and WAN experience

- Ability to work to SLAs in a fast-paced environment and to deal with difficult situations in an effective manner

- Strong problem solving and attention to detail skills with excellent time management

Qualification:

- Bachelor degree in Information Technology related field of study with a network engineering focus

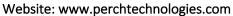- Knowledge of local language is mandatory

Responsibilities:

- Provides direction and specialist knowledge in applying Collaboration Solutions to client business

- Contributes to the development of Technology Architectures in specific business, infrastructure or functional areas

- Identifies and evaluates alternative architectures and the trade-offs in cost, performance and scalability

- Leading contributor individually and as a team member, providing direction and mentoring to others. Work is non-routine and very complex, involving the application of advanced technical/business skills in area of technology focus areas as mentioned above

- Thorough knowledge of Unified Communications, Video Conferencing & Networking Solutions

- OEM's: Avaya, Polycom & Cisco

- AVAYA: IP Office, Aura, Contact Centre Technologies & Video Conferencing

- Cisco: Collaboration Solution & Networking

- Polycom: Group Series, Trio, Studio, VVX Phones & Other available solution from Avaya

- Demonstrate project management skills

- Demonstrate excellent verbal and written communication skills: needs analysis, positioning, business justification, Problem Solving Techniques

- Ability to persuade others through presentations, demonstrations, and written communication

- Troubleshooting, diagnosing and resolving hardware, software, and other network and

system problems along with replacing faulty network hardware components when required

- Monitoring network performance to determine if adjustments need to be made

- Taking ownership of customer issues reported and seeing problems through to resolution

- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues

- Advise CIO/CTO level contacts and their IT teams as they look to transform their Collaboration architecture

- Present Collaboration technology infrastructure, including demonstrating deep familiarity with Cloud, on premise, Hybrid deployment models and integration capabilities

- Understand the clients need and establish Perch offerings as the best solution that addresses the technical and business requirements

- Work closely with other teams including Consulting Service, Managed Services, BDMs, Account Managers to develop and execute internal and external programs and initiatives

- Participate in all appropriate product, sales, and technical training and certification to acquire and maintain the knowledge necessary to be effective in the position

- Influencing and guiding members of the Sales team to ensure that they are equipped to close deals

- Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards

- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations

- Ask customers targeted questions to quickly understand the root of the problem

- Talk to clients through a series of actions, either via phone, email or chat, until they've solved a technical issue

- Refer to internal database or external resources to provide accurate tech solutions

- Follow up with clients to ensure their IT systems are fully functional after troubleshooting

- Prepare accurate and timely reports and maintain jovial relationships with clients

- Document technical knowledge in the form of notes and manuals

- Respond to monitoring alerts to identify & take appropriate action to avoid service impact

- Providing incident and change management for our customers across the globe

- Ensuring incidents, service requests & maintenance tasks are managed within customer SLA's

- Avaya UC and telephony system administration including software moves, adds and changes

- Completing UC and telephony system routine maintenance checks

- Provide a technical response to incidents and service requests, achieving immediate resolution where possible or alternatively performing diagnostics to identify the best possible escalation path whilst ensuring effective handover of diagnostics carried out to date and results

- Apply all company and departmental policies, procedures and work instructions to their daily tasks and proactively contribute to improving these where possible