

Support Engineer 1

DataON (www.dataonstorage.com) is a hybrid cloud computing company focused on delivering Microsoft Azure Stack HCI solutions, on-premises storage systems, intelligent edge appliances, and cloud-based Microsoft Azure Services. DataON is a Microsoft Gold Partner, Microsoft Cloud Service Provider, and an Intel Platinum Partner. It has been named one of the CIO Review's '20 Most Promising Microsoft Solution Providers 2018.'

This is a full-time permanent position based in Anaheim, CA.

Responsibilities

- Answers first level calls to Support/Service Desk.
- Provide technical support through Phone, Web, and E-mail for DataON's products.
- Tracks calls and documents issues into IT Service Management software (Freshdesk).
- Maintains Service Desk e-mail, chat and web portal(s) by reading, opening/documenting information into ITSM (Freshdesk) tickets and either resolving or escalating to proper person or department.
- Provides first level accurate and creative solutions to customer issues up to moderate nature to ensure customer productivity and escalates, as necessary.
- Maintains a current knowledge of relevant products (software and hardware) and support policies in order to provide accurate solutions to customers.
- Review/assess technical situation and establish case priority/severity in accordance with the service level agreement
- Collect critical information from customers that will be used in troubleshooting.
- Work closely with senior members of the Engineering team.
- Utilize extensive knowledge with Windows OS troubleshooting to determine root cause of system related issues.
- To be able to reproduce in house and work with Senior Engineers to resolve when a resolution or workaround is not available.
- Understand customer requirements and assist with implementation/deployment.
- Perform formalized test procedures on DataON products.
- Effectively manage cases through multiple channels while documenting precise troubleshooting and customer interaction details.
- Create knowledgebase solution articles, and FAQs focused on call avoidance.

- Strong customer-facing and relationship building skills with a passion for customer service and success.
- Work individually and with a team to solve technical problems while communicating trending issues and best practices.
- Make the customer feel known and understood by reviewing case history to assure familiarity with the system environment.

Qualifications

- Bachelor's or Associate's degree in the field of Computer Science, Information Technology, or related.
- 1-2 years of experience in a technical support/service desk role.
- Proficiency in current Microsoft Server OS and networking technologies/protocols.
- Ability to deliver superior customer service.
- Critical thinking, analytical, and organizational skills.
- Excellent oral/written communication skills.
- Ability to use Service Desk standards and follow guidelines.
- Provide on-call support during off hours in rotation schedule.

Additional desired qualifications

- Microsoft and/or CompTIA certifications.
- Proficiency with scripting language PowerShell.
- Experience with Hyper-V virtualization.
- Experience with Failover Cluster.
- Experience with Azure cloud services.
- Working knowledge of basic network protocols & troubleshooting experience including but not limited to DHCP, DNS, FTP/S, SMTP, HTTP/S, NTP and SSH.

Application Process

Please visit www.dataonstorage.com. If, after review, you are interested, please e-mail your resume to recruiting@dataonstorage.com. Only qualified candidates will be contacted. No phone calls, please.