

## Support Engineer/Technician

### Position Summary:

As an extension of the engineering group, this unique position is a link between Support and Software Engineering. This position requires the individual to become proficient on all CyberData products and how they integrate with partner hardware. Lab work and product testing are essential to this role, as is working with Technical Support, Interoperability Engineering, and Software Engineering to help solve problems and establishing workarounds for software bugs.

### Primary Responsibilities:

- Use a bug reporting tool to document and track bugs and feature requests for issues arising in interoperability testing, quality assurance testing, and technical support.
- Work with equipment in lab systems utilizing the following vendor equipment and applications:
  - Premise-based and hosted IP-PBX systems
  - Routers and switches
  - IP endpoints
- Make recommendations for infrastructure and network hardware improvements
- Capable and willing to step into other supporting roles as detailed below:
  - Backup to Technical support
  - Assist with general IT tasks (server maintenance, PC deployment, etc.)
  - Assist quality assurance with device functionality testing and author changes to technical documentation
  - Work with technical support, production, interoperability and quality assurance staff.

### Job Requirements:

- A technical background in testing, engineering, networking, or general IT
- Ability to work efficiently in a highly demanding, team-oriented and fast paced environment
- Self-motivated with the ability to dive right in, be effective and make a difference
- Excellent verbal and written communication skills
- Team player with positive attitude

### Preferred:

- Bachelor's degree in a technical field and/or comparable industry
- 2+ years of experience in customer focused role – pre and post-sales technical support
- Experience with VOIP technology and terminology including SIP, RTP, QoS, codecs in general
- Experience with IPv6, Video Codecs, Security TLS/SSL, and Networking, IT or telecommunications certifications, Cisco CCNA or equivalent

- Knowledgeable in advanced network troubleshooting and terminology including LAN/WAN, Routers, Firewalls, Switches, PBX deployment, DNS, TCP/IP (IPv4/IPv6)

## **CyberData Culture**

CyberData is an extremely nimble and fast paced environment. We take pride in reacting quickly to our customers and developing new and innovative products for the VoIP, POS and IP Endpoint industries. We are located in the beautiful Monterey Bay area and offer a great work life balance.

We like new ideas, so bring an open mind and get ready for spirited collaboration. We are committed to creating and are positioned to offer the complete process for our customers. You will learn something new and face new challenges every day.

Team spirit is infectious. CyberData is an extremely open workplace where communication is essential. Not every idea will be accepted, but you will be asked for your point of view. Innovation thrives on multiple and varied levels. At CyberData we challenge conventional wisdom and refuse to accept that something cannot be done.

This is a full-time, non-exempt position, eligible for a great benefits package including a 401K plan. Position is located in Monterey, CA.