



Technical Support Specialist

Job Location: Sandy, UT

Summary

Opengear designs and manufactures products for data center and remote site management. Those products include network management software and management appliances that are deployed by the largest IT organizations worldwide. We are a global company, with offices in Brisbane - Australia, Sandy-UT, Piscataway-NJ, and Sunnyvale-CA.

The Technical Support Specialist will be part of our support team who provide solutions to our customers and participate in new product testing. This opportunity is on our "early shift" support team whose workday begins at approximately 5:00AM or 6:00AM.

Responsibilities

- Provide customer support and technical issue resolution via email, phone and other electronic media.
- Assist the Engineering team and QA to reproduce customer issues.
- Participate in new product testing.
- Advise the Engineering team regarding customer needs and usability.

Requirements/Qualifications

- Minimum 2 years' customer service (help desk) experience, specifically supporting one or more of the following:
 - Basic electronics.
 - Advanced routing.
 - Security and VPN protocols.
 - Authentication protocols and multi-factor authentication.
 - Cellular and wireless technology.
 - Industrial serial communications, SCADA and control systems.
- Proficiency with Windows, Linux and networking.
- Solid knowledge of hardware including serial communications.
- Proven troubleshooting skills and the ability to classify and clearly document problems.
- Professional phone manner and written communication skills.
- Self-motivated, detail oriented and organized.
- Keen to learn and able to pick up new technology easily.
- Able and willing to work flexible hours.
- Relevant degree, networking or Cisco certifications, a plus.
- Technical writing experience, a plus.