



Position: Technical Support Specialist
Department: Technical Support
Reports To: Technical Support Manager
Job Location: Sandy, UT

Summary

Opengear is a global company, owned by Digi International (DGII), developing innovative software and hardware products for Network Management. Opengear Network Resilience solutions are trusted by major enterprises globally for delivering secure, resilient access and automation for their critical IT infrastructure.

The Technical Support Specialist will be part of our support team who provide solutions to our customers and participate in new product testing.

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

- Associates Degree or higher
- 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.
- 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.