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SALES/PRODUCT SUPPORT ENGINEER

JOB DESCRIPTION

COMPANY	Roscom Ltd	LOCATION	Derby
REPORTING TO	Client Support Manager	JOB REF	Sales/Product Support Engineer

ROLE RESPONSIBILITIES

- Be a self-driven client satisfaction focused person
- Ensuring effective and efficient SLA delivery for clients
- Internal and Face to Face reviews conducted with team members and clients.
- Travel including to client sites globally
- Interact with customers to ensure the successful delivery of Roscom solutions.
- Be able to train others (including clients) on Product operation
- Software Development of small scale system features as required.
- Be able to create product enhancement beta features
- Be a technical product expert in its use by our clients for performance control
- Create and release supporting documentation for software and services.
- Create technical supporting documentation for users of Roscom products as required.
- Provide MI and client support SLA's

SKILL SET AND QUALIFICATION REQUIREMENTS

- Ability to work with and understand complex technical systems.
- Customer facing and able to explain complex subjects in a simple understandable manner
- Excellent problem-solving skills
- Understanding of SQL & PostgreSQL
- Unix/Linux
- Shell Scripting
- PHP Scripting Skills
- Solid Maths and English Qualifications
- A level or equivalent in IT and/or programming qualifications; or proven experience.
- Attention to detail, especially in relation to the complexities of software development.
- An appreciation of how telecoms networks (cellular and PSTN) work would be advantageous but is not a prerequisite.
- Strong organisational and time management skills

BEHAVIOURAL TRAITS

Roscom expects all of its employees to be able to show positive behavioural traits in the following areas as well as being a committed user of our (MHR) People First implementation.

- Attitude in the workplace – including self-analysis, drive and motivation, a positive approach and professional awareness.
- Communication – including internal and external engagement, availability, use of English Language and use of any additional languages.
- Workplace engagement – including compliance to company process and policies.