

Visit us at www.roscom.co.uk to find out more about our approach.

TECHNICAL SUPPORT ENGINEER

JOB DESCRIPTION

COMPANY	Roscom Ltd	LOCATION	Derby
REPORTING TO	Professional Services Manager	JOB REF	Technical Support Engineer

ROLE RESPONSIBILITIES

- 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
- Be a self-driven client satisfaction focused person

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.

CAREER PROGRESSION

Possible progression opportunities include:

- Technical Sales Engineer
- Controls and Compliance Engineer
- Account Management
- Management Positions