Universal Com
Communications Beyond Borders

Job Description

FUNCTION: SUPPORT ENGINEER

1.) CORE MISSION

She/he is supporting for all Universal Com platform, handling Universal Com solution according to the contracts and agreements.
She/he guarantees the customer satisfaction and loyalty by supporting the customers to operate Universal Com solution.
She/he contributes to the process improvement and, patches installation, documentation and Maintenance of Product installed on customer place.

2.) Main Responsabilities

- To provide level 1& 2 support and primary technical contact for all Universal Com products by handling escalations from vendors/customers & ensuring highest levels of customer satisfaction.
- To be primary contact point of support and maintenance issues arise in Universal Com's solution deployed in our client.
- To acknowledge customer's calls, assist customer on the issues, follow up on the issues until their closure, and log the calls in central ticketing system.
- To identify and qualify issues (minor or severity), perform analysis, and provide solution to the problem according to the agreed Service Level Agreement (SLA)
- To perform all tasks as defined in the contract (preventive maintenance, call review, etc..)
- To be able to provide appropriate alternate implementations/techniques/workarounds.
- To install and configure patches.
- To escalate process within internal Universal Com and external vendors if there is a bug product.
- To focus towards customer needs and expectations, including cultural gap
- To interact with R&D/Project Team to provide solution to the issues and to provide feedback for improvement of the products.
- To be able to perform deeper analysis of issues using all resources available.
- To identify issues that occur frequently and help create a knowledge base article to solve/workaround that issue (technical note).

3.) POSITION REQUIREMENTS

Education	Computer Science Engineer/Master's Degree Engineer/Bachelor degree in Computer Sciences

Tools	Clusterware (Veritas/SUN/Red Hat Cluster)	**A**
	Linux-Unix admin	**A**
	Sun Solaris OS	**A**
	Unix/Shell scripts	**A**
	HP-UX OS	**A**
	Internet technologies (HTML , XML)	**B**
	Web/Application servers (Apache, Weblogic, Jboss)	**B**
	Volume management (Veritas Volume Manager, LVM)	**B**
	PL-SQL/SQL	**B**
	SOAP - web services dev (axis …)	**B**
	Corba (Visibroker…)	**B**
	Oracle administration (9i, 10g, 11g)	**B**
	Network administration (TCP/IP, switches, firewall …)	**B**
	Back up tools (RMAN, Veritas Netbackup)	**B**
	VMware usage and admin	**B**
	http/https	**B**

Language	Fluent English

Interpersonal Skills	troubleshooting skills Strong Team player Good communication skills Team spirit Problem solving Working under pressure Capacity to take decision Reactivity Customer satisfaction oriented Autonomy Ability to learn quickly

B = Basic
A = Autonomous

4.) How to Apply

The applicant must send a copy of his/her CV in English as well as the expected monthly salary via email to:

- Enquiry@UniversalCom.ir

The application deadline is **10th of December 2012 ;** any application sent after this date will not be considered.