

TECHNICAL SUPPORT SPECIALIST

Elcomplus, the developer of SmartPTT, is looking for a Technical Support Specialist. SmartPTT is a voice dispatch console software with capabilities for GPS tracking, Job Ticketing, Telephone Interconnect, Texting and more. The Technical Support Specialist works with our Partners for pre-sale, implementation and post-sale support of SmartPTT software into Motorola MOTOTRBO two-way radio systems. The following are required and desired skills for the position:

- Must be fluent in English (verbal and written).
- Knowledge of Windows OS: installation of the apps, configuration and troubleshooting of network parameters and sound settings.
- Basic knowledge of IP networking including typical protocols and architectures, IP addressing, simple router configuration, etc.
- Knowledge of two-way radio systems is beneficial with a particular emphasis on Motorola MOTOTRBO radio systems (i.e. Connect Plus, Linked Capacity Plus, Capacity Plus & IP Site Connect).
- Knowledge of SIP protocol and IP PBX is beneficial.

Regular duties include:

- Provide pre-sales, implementation and post-sales technical support for customers on Elcomplus supplied products using documented procedures and available tools;
- Provide on-site implementation, training and support of Elcomplus products on an as needed basis;
- Work with Partners to determine how SmartPTT integrates into their radio system;
- Use troubleshooting techniques and tools to identify technical issues/defects;
- Actively support the customer in all aspects through to problem resolution, keeping the customer informed and updated throughout life of incident;
- Attend required technical training sessions;
- Identify and provide input on unique or recurring customer problems;
- Attend required events for the promotion of Elcomplus and its products;
- Communicate with vendor representatives and build strong relationships with them;
- Collaborate with company executives regarding product functionality requests and feedback;
- Some travel (domestic and international) may be required;
- Maintains knowledge of Elcomplus' product line and service offerings;
- Provides alpha and beta testing of Elcomplus products;
- Install and maintain radio equipment in Elcomplus lab;
- Analyze and prepare reports on product customer value;
- Develops product support materials required for the customers;
- Other duties as assigned.

Work experience

At least 3 years of experience in technical support or system's engineering in two-way radio, IT equipment or software

Language

Must be fluent in English (speaking, reading and writing)

Skills

Customer needs identification
Solid presentation skills to large groups
Effective communication skills with all levels

Personal qualities

Team player
Self-starter
Excellent communication and presentation skills
Persistent
Responsible

Please submit your résumé to michael@smartptt.com.