

## **Job Description: Customer Support Engineer**

### **Reporting to:**

Customer Support Manager

### **Introduction:**

Chronos is a leading international authority on resilient synchronisation and timing solutions. We deliver equipment, installation, support and consultancy services to the telecom, energy, transport and broadcast sectors. We are an ISO 9001 accredited company and our one abiding philosophy is that our clients come first. Based in Lydbrook, we now require an additional Customer Support Engineer to join the team.

### **Role**

To provide technical assistance to customers with the aim of providing an excellent support service essential to maintaining the quality of customers' networks and ensuring trouble free operation of the equipment under our support. The role covers a broad product base of telecom, alarm monitoring, IP and IT related products, so a high level of technical competence and self-motivation is required to meet the high standards of the role.

### **Main Responsibilities:**

- Fielding and logging customer calls to the support desk, providing remote telephone diagnostics, assistance and advice on products and systems supplied by Chronos Technology Ltd
- Undertaking remote diagnostics on customer networks using remote access technologies
- Undertaking on-site work including fault finding, diagnostics, fault resolution and assistance to the customer; this will often require working away from home and may involve overseas travel
- Inspecting, configuring and testing of the products, systems and software
- Providing internal IT support and assistance on IT projects as and when required
- Carry out new installations of the products, systems and software into customer networks
- To participate, if required, in the 24/7 support rota; typically on call one week in four

### **Essential Skills & Experience:**

Candidates should be strongly self-motivated and able to work unsupervised. They should be flexible and be willing and able to travel as required. Candidates should also have an excellent telephone manner and a professional attitude. A good level of IT or Telecoms knowledge and experience is desired with the following skills:

- Able to demonstrate a working knowledge of networking concepts and protocols (TCP/IP, FTP, SMTP, VLANs, SNMP, VPNS etc.)
- A good analytical mind, with the ability to evaluate graphs and statistics
- Working knowledge of Linux and MySQL and scripting
- Understanding of fixed and mobile telecoms networks
- Working knowledge of Windows client and server operating systems and domains
- Experience with cable termination, soldering or other electronic or electrical related skills are not essential, but would be an advantage
- Clean driving licence

**Benefits:**

We can offer the right individual a competitive salary, company profit-related bonus scheme, group personal pension plan with life assurance cover, 25 days' holiday plus Bank Holidays, childcare voucher scheme and a free canteen.

Applications by CV to [joanne.akers@chronos.co.uk](mailto:joanne.akers@chronos.co.uk) (to include salary expectations) by 7<sup>th</sup> January 2019. Further information about Chronos Technology Ltd can be found on our website [www.chronos.co.uk](http://www.chronos.co.uk)

**STRICTLY NO AGENCIES**