

Backup Solutions Support Engineer 377293

How much impact
are you looking for?



The world has changed. Again.

Not so long ago we provided information for business. Today information is the business.

hp services is uniquely positioned to help customers transform their businesses and get measurably more from their IT investments.

We're here for our customers. Putting them first makes us foremost. We don't exist without them.

Our service and support organisation works hard at making life easy. Answering queries. Keeping in touch. Sorting out problems. Letting customers know they're valued. And making sure all the other parts of our business understand what customers are thinking.

That way we're always a step ahead. Customers drive our business.

And the people who keep us in touch drive our success.

Backup Solutions Support Engineer Job Description:

The primary responsibility of the Remote Support Engineer (RSE) is to manage reactive customer cases to a satisfactory resolution. The RSE has the full responsibility of technical support to our HP Software customers.

On receipt of a service request the RSE work on a solution for the customer through remote diagnosis, documentation and/or knowledge databases within agreed timeframes. She/he will perform suitable information gathering, analytical troubleshooting and problem research, collaborating with other RSE if necessary.

Tasks and responsibilities associated with this role:

- Understand and manage criticality/severity of customer's problems prioritizing calls accordingly.
- Manage customer expectations by creating action plans and involving other HP

resources

- Maintain a fluid communication with customer during the resolution process.
- Fault replication of customer problems when possible.
- Provide robust and timely documentation to enable the management of the support delivery business.
- Collaborate with other RSE's in case resolution.
- Maintain high levels of technical knowledge in products assigned.
- Actively participate in Software Support knowledge strategy by using the knowledge databases, generating and/or reviewing knowledge documents.
- Assist our customers and partners on-site when exceptionally required by the business.

Your profile:

Higher degree in a technical/scientific discipline and capable of sustaining a technical conversation with customers in English

and at least one of the following languages:

- French
- German
- Italian

Other European languages might be considered.

We are looking for both new graduates and experienced candidates. Experienced candidates should have a combination of some of the skills listed below:

- 1 year Customer Support experience with demonstrated customer service.
- Strong technical troubleshooting skills and experience with multiple OS such as HP-UX, Solaris, MS Windows and Linux.
- Analytical problem solving skills and troubleshooting experience.
- Demonstrated excellence at teamwork, collaboration and knowledge sharing.
- Networking technologies i.e. TCP/IP, DNS, IPv6, LDAP, SNMP, SMTP, Wins, DDNS
- Basic knowledge of Java, and script languages.

If you feel comfortable with the above mentioned requirements and want to work for one of the world's premier IT

Organisations, we would really like to speak to you. So please visit our website www.hp.com/go/jobs where you can apply

online to the position number 377293 Backup Solutions Support Engineer with French/German/Italian (location Bulgaria)

Only short-listed candidates will be contacted.

hp.com/go/jobs

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