



CUSTOMER SUPPORT ENGINEER - 1

THE COMPANY

Impulse Point is a leading provider of Contextual Intelligence™ and access control solutions in support of BYOD-friendly education and enterprise environments. Impulse securely and efficiently automates device management by combining our real-time, context-aware architecture, remote managed support services and customer-centric business philosophy to enable customer freedom. Our customers know this as The Impulse Experience.

JOB SUMMARY

The Customer Support Engineer 1 (CSE) resolves a wide variety of challenging technical support cases submitted by Impulse's customers and partners. The CSE works closely with senior technical personnel, including industry experts in networking and security. The CSE reports directly to the Customer Support Manager (CSM). The ideal candidate will be willing to work within a fast paced atmosphere to support the dynamic and varied technical environments and needs of Impulse Point's customer base.

WORK ENVIRONMENT

Impulse offers a respectful, informal work environment that fosters professional growth and technical exploration. The CSE 1 works closely with Product Development and with a team of other Customer Support Engineers, to collaboratively solve problems, and create a better experience, both for our customers and for the team internally.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide our customers with a first line of software support for our range of products, while maintaining a superior level of customer satisfaction
- Case tracking, documenting and routing of issues, using our Salesforce case management system.
- Log customer interactions, including problems, solutions, and time tracking for all support activities
- Escalate issues and engage appropriate technical resources.
- Use, contribute to, and help administer our internal technical support wiki
- Create and update customer facing documentation for use in training and end user support
- Stay current with system information, changes and updates
- Participate in on-call after hour rotation duties with other support engineers
- Other duties as assigned



EDUCATION / SKILLS / QUALIFICATIONS

- Prefer 4 year bachelor's degree in a technical area (i.e. Engineering, Computer Science, MIS) or 4+ years or equivalent technical support work experience. However intense drive, motivation and curiosity may compensate.
- Prefer successful remote customer support and management expertise
- Prefer experience troubleshooting software and network problems in Windows, Apple OS X, Linux, iOS, and Android environments

KEY COMPETENCIES

Primary Competency: Must have an intense curiosity, and drive to understand and master new technologies.

This factor is by far the most reliable predictor of success in the Customer Support Engineer role, and can more than make up for shortfalls in education or work experience!

Other important competencies include:

- Strong communication & interpersonal skills to effectively deal with various management levels, peers & end user needs
- Ideal candidate would be familiar with one of the following areas:
- Linux command line scripting
- Ability to create ad hoc command line queries in SQL syntax.
- Understanding of networking fundamentals like DNS, DHCP, basic routing and host based firewalls.
- Ability to work in a fast paced environment with minimal direct supervision
- High level analytical and problem solving skills
- Actively seeks to share expertise with others

Impulse offers a highly competitive compensation package and the professional advantage of an environment that recognizes your contributions and supports continued personal development. Impulse offers a comprehensive benefits package which includes Medical / Dental / Vision Insurance Plan options, Flexible Spending Accounts, Health Savings Accounts, 401K Retirement Plan, Life Insurance, Equity Participation, Vacation, Sick and Holiday Paid Time Off, and Tuition Reimbursement.

Impulse Point is an Equal Opportunity Employer.