



Date: January 27, 2011
Job Title: Technical Support Engineer
Reports to: Technical Support Manager
Pay Rate: DOE

Technical Support Engineer

The Technical Support Engineer will be responsible for providing customer service and technical support for customers in the field, the TSE is the first point of contact for owners and integrators with installation and trouble-shooting questions. The TSE is expected to have a high level of understanding of Obvius products as well as supported third party products such as meters and sensors that customers are installing. In addition, the TSE needs to be familiar with standard network and PC functionality, including TCP/IP, Modbus TCP and serial communications.

The Technical Support Manager is expected to:

1. Answer inbound tech support calls and messages promptly
2. Assist customers in installing, commissioning and operating all Obvius products
3. Be an expert with respect to the operation of Obvius products as well as supported third party devices
4. Consistently operate with a high sense of urgency in resolving customer issues with installation or operation of Obvius products in a timely manner
5. Manage and maintain the Return Materials Authorization (RMA) process to ensure prompt attention to customer issues and identify potential quality problems quickly
6. Maintain communication with sales, engineering and operations personnel with regard to customer issues and communications
7. Strong consideration given to experience in Modbus and electrical power metering and monitoring.

Required experience & knowledge:

1. Minimum 2 - 5 years technical support experience
2. Demonstrated success in resolving customer issues in a timely manner
3. Experience in the energy or building automation market preferred
4. Bachelor's degree in engineering, or equivalent experience
5. Excellent written & verbal communication skills
6. Self starter with high level of integrity
7. Excellent teamwork skills
8. Proven ability to influence cross-functional teams