PRODUCT SUPPORT ENGINEER (NETWORKS)

Posting ID: EM196224F7
Company: CTG
Position Type: Full-Time
Company Website: https://www.ctg.com/
Work Location: Las Vegas, NV
Salary: DOE
College Major(s): Electrical/Computer Engineering (EE/CpE), Computer Science (CS)
College Level(s): Graduate Student, PhD.
Student, Alumni

OVERVIEW

CTG provides industry-specific IT services and solutions that address the business needs and challenges of clients in high-growth industries in North America and Western Europe. CTG also provides strategic staffing services for major technology companies and large corporations. Backed by more than 50 years of experience and proprietary methodologies, CTG has a proven track record of reliably delivering high-value, industry-specific staffing services and solutions to its clients. CTG has operations in North America, Western Europe, and India.

Roles and Responsibilities
The Product Support Engineer (PSE) is responsible for direct (L2/L3) interaction with Trilliant’s customers and channel partners in support of new and existing products in our growing network of utility, IIOT and wireless networking products. Works closely with development organizations to help understand, isolate and resolve problems. PSE’s investigate customer reported problems to develop solutions and resolve production incidents or problems. Escalates un-resolvable problems to the appropriate Engineering team for further investigation and resolution. The PSE has a global operational perspective with detailed product knowledge and can reach across the organization in support of the installed base.

Education and Qualifications
• Knowledge of wired networks, commercial wireless networks and data networks (Access Points/Modems/Switches/Routers)
• Exposure to IEEE 802.11x, 802.15x and Mesh networks
• Knowledge of a variety of analytical tools, techniques and best practices used in the wireless networking and server maintenance areas desired
• Knowledge in Utilities (FAN/NAN/WAN) and Advanced Electrical Metering (Smart Meters) (ANSI C12.X / DLMS)
• Experience with Operating Systems such as Unix/Linux/CentOS
• Use of SQL queries against a database such as Oracle, MySQL or MSSQL with manipulation of CSV files
• Knowledge of virtual machines environments (VMWare)
• Experience with protocols such as SSH, Telnet, FTP, TCP/IP, DHCP, NTP and Remote connection software
• Proficiency in Microsoft Office Applications such as Word, Excel, PowerPoint and Visio
• Ability to establish and maintain effective working relationships with management, co-workers, staff at all levels, customers and outside contacts of diverse backgrounds while representing Trilliant
• College degree in technical sciences, computer networking, computer science or related field

Preferred Skills

How to Apply