Technical Support Engineer

Date: Mar 13, 2020
Location:
Hong Kong, HK, HK

About Avaya
Avaya enables the mission critical, real-time communication applications of the world's most important operations. As a global leader in delivering superior communications experiences, Avaya offers a complete portfolio of software and services for contact center and unified communications— offered on premises, in the cloud, or a hybrid. Today's digital world requires communications enablement, and no other company is better positioned to do this than Avaya. For more information, please visit www.avaya.com.

Job Information
Job Code: 24881

Short Description
An individual contributor who provides advanced remote post-sales support of software and/or hardware systems, sub-systems and/or applications for customers or field personnel utilizing telephone and remote diagnostic capabilities.
Major responsibilities:

- Provides support for medium to highly complex end user installations, configurations, upgrades and migrations through advanced problem solving and troubleshooting. Includes supporting 3rd party products and on-site support.
- Analyzes symptoms, logs, and data required to resolve issues of medium to high complexity. Independently determines and develops approaches to solutions.
- Proactive in monitoring and resolving low complexity downstream effects as a result of the fix. May highlight more complex issues.
- Displays an understanding of the functionality and usage of the product and in conjunction with associated product.

Qualification
Bachelors degree in Computer Science or Electrical Engineering or equivalent experience
Experience
Typically requires 3-4 years of related experience and Understand and experienced in issues such as IT productivity, performance management, service level management, quality and rework metrics, SDLC, Application.
Knowledge & Skills
Understanding telecommunication topology & networks. Able to articulate issues and set priorities on issues encountered.
Familiar with Linux/Unix and Solaris environment.
configurations & Installation of Avaya UC and CC products
Technical skills in VMware, Java, J2EE, JSP, Servlets, Struts, Hibernate, Web logic, Web sphere, Tomcat, Jboss, Jasper Reports, Oracle(SQL&PL-SQL), MS-SQLServer (SQL,SSIS,SSAS), Postgres, Avaya Orchestration Designer,C#,ASP .net,VB.net, Aspect, MDX.

Experience
5 - 10 Years of Experience

Education
Bachelor degree or equivalent experience in Computer Science or Electrical Engineering

Footer
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Applicants should send application, together with a detailed resume and contact number by email through Linkedin to https://www.linkedin.com/jobs/view/1750907844   (quoting the Job Code on the subject heading)