Professional Services (Tier4) Engineer-1139

AudioCodes is an advanced VoIP, Data networking, Call Recording products and Solutions Company.
We are a dynamic R&D department that designs and develops AudioCodes Call Recording solutions, looking for a long-term relationship with Professional Services Engineer to lead and coordinate engineering support activities. We are looking for a customer oriented professional who is passionate to investigate, handle escalated customer issues and develop troubleshooting and tools.

Responsibilities:

- Escalation support – Tier 4
    - Handle support issues and service requests escalated by Customer Support
    - Perform root cause analysis and provide resolution \ dispatch to relevant SW eng. If needed
- Coordination and optimization of R&D support activities
    - Systematize support issues and resolutions
    - Develop troubleshooting procedures and tools
- Prepare training plans and train Customers Support Engineers world-wide
- Manage Interoperability tests with business partners and Product certification projects

Required skills and experience:

- Customer first
- Experience with customer support and\or SW development\testing
- Experience with complex SW products
- Strong troubleshooting and analytical skills
- Excellent English verbal and writing skills
- Creativity, Agility and Innovative thinking