As a Technical Support Engineer, you will provide entry-level technical support to customers, customer support personnel, and field support staff, focused on diagnosing, troubleshooting, repairing and debugging NetApp products. Support incidents can range from various hardware and/or software issues with NetApp storage systems and solutions, to multi-system, multi-vendor, and multi-network interoperability issues.

To be successful in this role, you must be a motivated self-starter and self-learner, possess strong customer service and technical problem solving skills; and be someone who embraces challenges.

Essential Functions:

• Resolve Warranty and SupportEdge Standard customer problems via the telephone, the web or AutoSupport.
• Research customer issues in a timely manner and follow up directly with customers on recommendations and action plans.
• Escalate cases to other more senior Technical Support Engineers and/or Escalation Engineers when the problem is too complex or falls out of specific area of expertise.
• Leverage internal technical expertise, including higher-level engineers, knowledge base, and other internal tools, to provide the most effective solutions to customer issues.
• Create new knowledge base articles to share information for reuse throughout the Technical Support Center.
• Share best practices with Technical Support Center staff and learn about new technologies and complimentary storage applications.
• Gain knowledge and expertise through hand-on experience, self-study, and through a variety of learning environments. The initial focus is on learning NetApp’s proprietary operating systems, Data ONTAP or E-Series Operating System (EOS), as well as troubleshooting NetApp hardware issues.
• Some opportunity, after training, to work on small volumes of Major Account (NetApp’s highest priority customers), Government, and SupportEdge Premium cases (customers with a higher level of support agreement).

Job Requirements:

• Good written and verbal communication skills.
• Good interpersonal communication and customer service skills are needed in order to work successfully with customers in high stress and/or ambiguous situations.
• Strong aptitude for learning new technologies and understanding how to utilize them in a customer-facing environment.
• Ability to follow standard engineering principles and practices.
• Creative approach to problem solving.
• Basic understanding of the following protocols and applications:
  - NFS, the UNIX remote file sharing protocol
  - CIFS, the Windows NT remote file sharing protocol
  - SAN connectivity methodologies for storage systems
  - TCP/IP and Networking
  - RAID
  - NetApp Storage System operating systems such as Data ONTAP or E-Series Operating System (EOS)
  - NetApp solutions developed around specific applications involving E-Series and/or FAS storage systems
  - The usage of tools, logs, and support tools needed to analyze system issues (such as perfstat, packet traces, ASUP logs, etc.)

Education and Experience

Education & Experience:
• Must possess a Bachelor of Science Computer Science, Electrical Engineering or an equivalent degree and pursuing a Master’s degree in Computer Science, Electrical Engineering or an equivalent degree with a tentative start date of May/June 2016.
• Most new employees in this position have a 0-3 years of experience.
• Demonstrated ability to have successfully completed multiple, moderately complex technical tasks

Posting Category

Customer Support Engineering

University

Full time / Part time

Full-time

Posting Location

USA - Kansas - Wichita
USA - North Carolina - Research Triangle Park

Requisition Number

37235BR