

**Business Card
Title / Posting
Title**

Technical Support Engineer

Job Summary

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**

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