

MLM L1 Engineer with English + Dutch

The responsibilities of MLM Department include providing the first line technical support to MLM (Mobility Lifecycle Management) Customers using MLM Remote Tooling. We troubleshoot and resolve any issues related to the Mobile Computing Devices and accessories where applicable. Moreover, we support and troubleshoot the individual applications being used by the Customer and where needed refer more complex issues to third party Application Partners, Customer IT, Helpdesk or Providers, as well as additional responsibility to assist in software rollouts when required based on the customer contract.

Scope of Responsibilities:

- Maintains a high degree of technical competence and expertise in the area of Mobile Computing families of products, in the area of design, functionality, technical specifications and support.
- Provides Level I direct phone support to MLM customers and escalates to other 3rd parties such as Application Partners for further Diagnosis and resolution of Application Issues.
- Ensure all cases / Incidents are logged in accordance with Case Handling Processes in the CRM (Customer Relationship Management) tool and maintain the required phone coverage at all times during the working shift
- Ensure Internal/Customer Contracted KPIs and SLAs are met.
- Use the remote tooling available to connect to the Customer Devices, troubleshoot the individual issues and where needed gather any information from the device in order to provide further detail internally or to applicable 3rd party Customer/Application Partners.
- Provides escalations of cases to Level 2 support representatives for more advanced issues and provides the needed technical information on support issues, product compatibility, and customer configuration for further Problem Resolution.
- Refer Hardware issues to other internal teams for replacement of devices.
- Utilize and Update Internal Knowledge Management tools where needed.
- Assists with reporting and other tasks related to MDS where determined or required.
- Provides technical training (Shadowing) for new MLM Level 1 support personnel.
- Responsible for self development of Technical skills, In the area of New Products, Application Support and producing Training Documents for other team members.
- Provides regular updates on support cases as required by the MLM Team Leaders and Management.

Required knowledge and skills:

Essential:

- Interest in Technology and willingness to learn and develop skills in the area of both hardware and software
- English language + Dutch (both at least upper-intermediate level)
- Communications skills
- Strong issue/problem solving skills and effective communication with customers in troubleshooting issues/problems over the phone
- Previous experience in Support Center / Technical Support environment desirable
- Time management skills, multitasking

Knowledge in any of the following 3 areas is an advantage:

1) Mobile Device technologies including programming with Visual Studio with .NET and C/C++, Java, SQL; developing innovative IT solutions for Windows Mobile/Windows CE mobile devices;

mobile device configuration via registry keys, DLL's, API's; Bluetooth and GPS technologies.

2) Scanning technologies including RS-232, Keyboard Wedge, Wand Emulation, Scanner Emulation, USB, Bluetooth and Synapse. Barcode symbology. Laser and imaging (digital picture) technology.

3) Networking: TCP/IP, Cisco router/switch infrastructure, Network security, Network trace analysis, VOIP, 802.11 IEEE standards, WLAN topologies, GSM/GPRS communications.

We offer:

- Continuous training and development
- Language courses
- 5 weeks of vacation
- Pension and Life Insurance
- Health benefits
- Contribution to lunches

Location: BRNO

The selected candidates will be contacted within 2 weeks from received application. By answering to this advertisement or sending your CV and other personal materials, you consent to the collecting, processing and storage of your personal data in accordance with Act No. 101/2000 Coll. Privacy.