

## **Job Description**

Location: Santa Clara, CA

### Customer Support Engineer

#### **JOB SUMMARY:**

This position requires an employee with solid experience with Microsoft Exchange and Windows Server products. They must possess a solid know-how of this product family and of underlying technologies as well as experience in providing customer support over the phone and via e-mail. This position has no direct reports and usually works very independently on the assigned cases. This position reports directly to the VP Customer Support.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Solves support cases
- Proactively stays up to date with all the latest technologies concerning Mimosa's products and the underlying technologies and disseminate this knowledge to the other engineers.
- Recognizes and escalates difficult technical / business issues within the Sales, Customer Support, and Engineering organizations
- Works with support and/or product development personnel to troubleshoot and work around product issues
- Creates Knowledge Base Articles / Technical Notes
- File enhancement requests and works with product management / product marketing to understand requested product enhancements
- Prioritizes both time and projects, working independently
- Listens, comprehends and communicates effectively on the fly

#### **REQUIRED SKILLS:**

- Excellent customer support skills and 1-2+ years of high-level technical support in Windows environment
- 2+ years of technical experience with computer software, including the installation and configuration of Windows programs
- Good technical skills in Windows 2000, Windows 2003, Active Directory, IIS and Outlook
- Solid technical knowledge of MS Exchange (2000 and 2003)
- Ability to communicate effectively
- Highly self-motivated and independent
- Excellent troubleshooting skills
- Extensive experience in examining, investigating and solving dynamic problems with ability to think "out-of-the-box" and develop creative solutions
- Well-organized with the ability to multi-task and work with minimal supervision

#### **DESIRED SKILLS:**

- Knowledge of Windows Server operating system architecture and security
- Good technical knowledge of MS SQL (2000 and 2005)
- In-depth knowledge of Storage Area Networks and storage hardware
- Experience working issues/cases at all technical levels
- CRM experience
- MSCE Certifications a plus
- Ability to work flexible hours