

fs|cdn Customer Technical Support Engineer**Job Description**

The success of Conklin–Intracom's fs|cdn IPTV solution is causing us to seek individuals who want to be part of a growing and dynamic team that is re-defining the next generation of IP based entertainment.

We are looking for highly motivated individuals who want to be challenged by customers that are implementing the next generation of IP based TV. Major responsibilities will include staging customer equipment, help with integration of fs|cdn with customer networks, and ongoing customer support.

Hires will be the technical point of contact for prospects and customers in North America, and will be responsible for:

- * New installation pre-staging and initial configuration.
- * On-site customer installation, test and turn-up and final configuration.
- * Customer network integration.
- * Customer acceptance support.
- * Ongoing technical support.
- * Reviewing and ensuring accuracy of technical documentation.
- * Providing customer technical feedback to design teams.

Qualifications and Abilities**Skills**

- * Database experience – Oracle, SQL Server.
- * Experience troubleshooting IP networks.
- * Excellent customer service skills.
- * Attention to detail (takes concise case notes).
- * Good knowledge of HTTP and HTTPS protocols.
- * Flexibility, willingness to adapt to business needs and sense of humor.

Experience

Applicant must understand or have worked with MPEG, Java, & XML, and have a minimum of 3 years experience providing customer service on commercial grade, technical, enterprise applications (i.e., level 2 or level 3 support). 3–5 years experience with IP networking, TCP/IP, DNS, WINS, DHCP, and 2–5 years Linux, Windows Server experience/knowledge of commands and file structure is also a requirement. Telecom/cable experience, and internet security background (Web application security) is a plus.

Education

Must have demonstrated mastery of the above requirements and possess either an associate's or bachelor's degree.

Location

Atlanta, GA (Duluth). 50% travel, including extended stays (typically 1 week) at customer locations.

Compensation

Competitive, based on experience and qualifications.

