

Field Application Engineer Based In Warszawa

Field Application Engineer with at least 3 years experience in a development and/or integration/deployment position; Alternatively, 2 -3 years experience as system/IT manager or network engineer/Sys Admin (LINUX).

Chronos Consulting (www.chronosconsulting.com) is part of the Coberon Chronos Group, an award winning global leader in permanent and temporary staffing, RPO and business process automation solutions (www.chronosworkflow.com) for global multinationals. The Group owns and operates 41 offices worldwide. Follow us on twitter.com/coberonchronos and [facebook.com /coberonchronos](https://facebook.com/coberonchronos) Our Client is a market leader in the mobile data traffic solutions niche with established customers in all major markets worldwide. Field Application Engineer Based in Warsaw, Poland Responsibilities The Support Engineer has overall responsibility to provide 1st and 2nd level support for our client's customers, working on-site in a joint customer support/operations team, and providing on call/rota cover for out of hours support. Support Engineer also performs implementation/deployment activities related to the platforms offered including initial deployment and configuration, test set up & Software Site Acceptance tasks. The role includes enhancement of existing support/ops/troubleshooting procedures, and creation of new procedures and processes that allow tasks to be completed in a quality fashion .The duties include liaison between client staff and the company's 3rd level support (Development) by providing accurate analysis of reported issues, and obtaining traces, logs and supporting data to resolve problems that arise. Required skills and experience ? 3+ years Telco Client Support (or similar), Service Delivery and/or Operations experience ? Good Client communications skills ? Good technical analysis skills to lead and drive problems to the appropriate timely conclusion in effort to resolve and contain the Customer's issues ? Background and experience in IP, Unix, Web protocols and configuration, plus WAP, MMS, SMS, protocols a big plus ? Working knowledge of Unix & Redhat Linux OS in particular.

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