

## Job Description

**Title:** Implementation & Support Engineer  
**Department:** Operations  
**Date:** November 2019

DVSAAnalytics is seeking a highly motivated Implementation & Support Engineer to deploy software installations and upgrades. The successful candidate will demonstrate the ability to carry out project implementation tasks, maintain documentation of the deployment and provide ongoing support and training as necessary. This position provides a wide variety of opportunities requiring the use of analytical tools, software, and technology to solve problems and document customer environments.

### Essential Duties and Responsibilities

- Perform complete, accurate, and timely entry of information into CRM for all cases worked on
- Manage assigned implementation projects
- Consistently be available on the phone system while on shift or scheduled for calls
- Provide general product information, configuration support, collection of relevant technical problem identification information, and filter non-technical problems from technical problems
- Review manuals, release notes, and patch documentation for possible issue resolution
- Provide customer with status updates and ongoing communication
- Provide technical assistance to all customers for all products sold by DVSAAnalytics
- Act as on-call Support or escalation contact in a rotation during evening and weekend hours
- Follow established escalation procedures
- Utilize remote secure access technologies such as VPN and WebEx to diagnose and resolved customer issues
- Employ methodical problem resolution techniques to remotely diagnose hardware and operation system end applications using diagnostic utilities
- Meet service level agreements set by the Support Manager or Director
- Occasional travel may be required to customer sites

### Requirements

- Excellent troubleshooting and analytical skills
- Excellent verbal and written communication skills
- Able to manage difficult and stressful customer situations
- Must possess attention to detail and a sense of urgency
- Capable of simultaneously managing several tasks
- IP Telephony experience beneficial

### Qualifications

- 1-3 years of technical customer service experience
- Experience with contact center technologies from leading IP telephony vendors such as Cisco, Avaya, or Mitel desired but not required
- Two-year technical degree or equivalent related work experience

### Physical Requirements

- Ability to occasionally lift up to 40 lbs.

### Reporting Relationships

- This position reports directly to the Director of Implementation & Customer Service

### Compensation

- Salary will be determined based upon skills and experience
- Full time position; eligible for group benefits

We are located in beautiful North Scottsdale and we offer a competitive compensation package that includes generous group benefits, including medical, dental, vision, health savings accounts, disability, life and AD&D insurance, paid-time off, tuition reimbursement, employee referral program, travel & business expense reimbursement, flexible hours, and comfortable dress code.

Visit our corporate website at [www.DVSAAnalytics.com](http://www.DVSAAnalytics.com) to learn more about our company and our products!  
Send your resume to [HR@DVSAAnalytics.com](mailto:HR@DVSAAnalytics.com) today!

*The above statements are intended to describe the general nature of work assigned to this job. This is not intended to be an exhaustive list of all responsibilities, duties and requirements.*

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