

Position Description

3T Innovations

Job Title: Tellabs Network Engineer	Job Code: Full time (Minimum 40 hrs/wk)
Department: Engineering	Labor Category: Engineer
Revision Date: 8/13/2016	FLSA: TBD

Position Overview

The essential responsibility for the Network Engineer (RE) is to provide post sales technical support and service for customer calls and tickets on location at the customer prem. Troubleshooting techniques will be used to address customer problems and product knowledge to answer customer inquiries. This position will provide support for Tellabs Optical LAN.

Network Engineers are expected to use their skills and expertise to solve problems that range in severity and complexity working under guidelines for resolution and escalation to senior Technical Support Engineers and Product Engineering/Development support.

Job Tasks

- Handle telephone, e-mail, walk up requests from on-site customers. May include support or move/add/change requests.
- Generate action plans for internal/external customers.
- Accept ownership of problems by serving as the key point of contact between the customer and Tellabs.
- Follow up on all customer problems, even when resolution is outside of the immediate department.
- Provide leadership in developing plans and strategies in resolving technical problems.
- Log and track customer information in the Case Tracking System, supplying accurate and thorough documentation of customer problems and support activity.
- Resolve problems as quickly as possible to minimize customer down time, following escalation procedures when beyond expertise or responsibility.
- Model customer problems in Customer Service (TAC) Lab working with Dallas TAC or utilizing on-site lab materials when available.
- Report to customer site daily during agreed upon shift to resolve customer problems, or for general service delivery.
- Perform interoperability testing
- Upgrade and support customer trials as necessary and required
- Author method of procedure documentation

Experience Required

- Four years of product support/IT support experience
- Excellent Customer Service Skills
- Verbal and Written Communication Skills, including presentation skills
- Proficient in Hardware/Software Diagnostics
- Good troubleshooting/problem solving skills
- Experience authoring application notes/how to documents and/or white papers
- Understanding of OSI Model Layer 2/3 Preferred Skills Experience and Knowledge in the following specific areas are preferred:
- Experience with Wireshark, Cisco Switching/Routing/Call Manager, LACP, IGMP, IPv6
- 802.1x Server Implementations such as ClearPass and Windows 2008 or 2012 Server RADIUS
- TS-SCI Clearance

Education Required

- Current Tellabs Optical LAN Certification (Or completed prior to job start)

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.