



Customer Support Engineer (Permanent, Full Time)

LOCATION: Ridgefield Park, NJ

About the Opportunity:

DVTel, Inc is a privately owned, dynamic company, providing digital video, audio, data and access control solutions for the security industry. The DVTel mission is to be the pioneer and dominant market player in the creation, development, and delivery of intelligent video solutions over IP networks.

DVTel provides the complete security solution by offering a full-featured, enterprise-wide IP-Based Network Video Recorder System (NVRS) and Access Control that functions as an integration platform for several mission-critical security systems.

DVTel is constantly growing and evolving, and as part of our growth process we are searching for talented individuals to join our team.

Duties and Responsibilities:

The Customer Support group is the front technical line for customers. This position will be expected to handle and support help desk calls, phone support, standard installations and field support of the DVTel product line covering North America. Customer Support Engineer must be able to resolve customer product problems and document and track all problems in the Technical Database.

The position requires travel within North America with a few trips abroad.

- ✘ *Up to 65% Travel may be required.*
- ✘ *Work hours are 12-8pm M-F.*
- ✘ Log all queries, problems and requests in the support database.
- ✘ Help maintain and deliver partner technical training when required.
- ✘ Provide daily progress updates to the Director of Customer Support.
- ✘ Provide on site support to partners as and when required.
- ✘ Form strong technical relationships with DVTel's partners.

Essential Experience:

- ✘ A college degree in Information Technology, Information Systems or Engineering.
- ✘ 1-2 years support experience in a similar field.
- ✘ 2 years experience in IP networking covering LAN and WAN hardware (routers, firewalls etc) configuration, low level protocol knowledge (RTP, TCP/IP, UDP) and experience of IGMP and Multicasting.
- ✘ PC Hardware: Add RAM chips to CPU boards, configure and install PC boards (e.g. VGA boards, CPUs, SCSI controllers, network cards).
- ✘ Thorough understanding of Windows Operation Systems – especially Win NT, 2000, XP, Windows Servers 2000 and 2003, including installation, troubleshooting and management.
- ✘ Experience in the video surveillance and/or with Video over IP.

Desirable Experience:

- ✘ Experience with ActiveX, JavaScript or HTML an advantage.
- ✘ Experience of technical training development and delivery an advantage.
- ✘ Experience in access control systems is also an advantage.
- ✘ 1 year or more experience in supporting Digital CCTV products.

SKILLS:

- ✘ Strong troubleshooting and problem solving skills.
- ✘ Ability to quickly learn to use new software tools.
- ✘ Effective verbal and written communications skills.
- ✘ Team player - ability to work well in a close team environment.
- ✘ Strong customer service orientation.
- ✘ Must be comfortable working in a dynamic environment with constant changes and growth.
- ✘ Must be comfortable with extensive travel, sometimes on short notice, and occasional after-hours support requirements.

Please Email resume to: jobs@dvtel.com

Please mention position title and salary requirements.