Application Support Engineer

Company: InfoVision Inc.

Location: Bedminster

Category: installation-maintenance-and-repair

Role: Application Support Engineer

Bedminster, NJ(hybrid, 3 days in a week)

Long term contract

Qualifications:

- 6-8 years related experience as customer support in telecom industry

- Experience in communicating with customers on gathering information, feedback and working internally to resolve those in timely manner

- Very good understanding of telecom KPIs, measurement and new technology

- Experience with data conversion and migration

- Expert in creating simplified marketing materials, customer facing and defect tracking & resolution

- Experience with JIRA and other leading Test tools

- Good to have experience or working knowledge of tools like QXDM, Actix or X -Cal

- Proven experience in digital marketing, business communication, content creation in telecom

- Excellent communication skills, writing ability, and digital savviness

Experience working with US based clients

Exceptional written and visual communication skills

A good team player with strong organizational and multitasking abilities

Creative thinking and problem-solving skills.

Education, Experience Requirements:

Bachelor's degree in computer science, telecommunications, information technology, or similar field preferred

Telecom log collection tools like QXDM, X-Cal or similar experience is a plus

Customer interaction and creating technical documents for customer needs a plus

6-8 years' experience as a telecommunications specialist

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