



TECHNICAL SUPPORT ENGINEER

Job Title: Technical Support Engineer
Department: Engineering
Reports To: Technical Support Engineering Manager
Location: Long Beach, California

Prepared By:
Approved By:
Approved Date:
FLSA: Exempt

About Mercury Security Products:

Mercury Security, located in Long Beach, California, is recognized as the global leader in the design, manufacture and supply of access control security technology. Mercury Security is part of HID Global, the provider of trusted identities to the world's people, places and things.

We offer a competitive and comprehensive compensation package that includes medical, dental, vision, life insurance, 401k, flex spending and FTO to qualifying employees. Mercury is a casual working environment.

Summary

We're looking for a support specialist who has lived and breathed support in an electronics environment or service company. This position requires a highly motivated and intelligent individual who will become a Mercury Security expert and will make an immediate positive impact on our customers and on the team. Candidates must be able to work outside of normal business hours when needed.

Using troubleshooting and communication skills, this role ensures technical problems are analyzed, documented, and resolved, creating an outstanding partner experience and enhancing the team's knowledge. This role requires the use of judgment, critical thinking, risk tolerance and independent decision making when managing caseload.

The Technical Support Engineer will convey an urgency to resolve partner/customers' problems; reflect a positive, friendly and professional disposition during support calls and in writing; and will follow up to ensure that their suggestions are understood and applied by the customer.

Duties and Responsibilities include the following. Other duties may be assigned.

- Supporting customers via email and phone with strong writing skills and excellent phone manner, respectively.
- Thoroughly understanding, reproducing, and solving technical issues.
- Working with others on the Support, Technical Operations, and QA teams to escalate and resolve issues, as appropriate.
- Developing a deep understanding of how customers use Mercury Security Products/ Mercury API and leveraging that information with new and existing customers.
- Continuing to grow and foster the company's great rapport with customers.
- Collaborating with other departments by sharing knowledge that you've gained from working directly with customers.
- Functional knowledge of electronics and wiring
- Proven ability to be flexible and learn quickly in a fast paced environment
- Strong attention to detail

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- Managing multiple priorities
- Knowledge in security industry is a bonus
- A passion for exceeding customer expectations
- Confidence and strong interest in problem solving
- Ability to identify opportunities for process improvement
- Act as an initial point of escalation for customer issues, providing technical assistance relating to installation, functional issues, or product feature issues.
- Maintain current knowledge of all product offerings and technical support procedures in order to provide accurate solutions to customers.
- Administer Mercury partner portal to include, but not limited to, knowledge base articles, FAQs, documentation, and other content.
- Perform and assist in partner training as needed/requested.
- Work independently to manage and prioritize multiple tasks.
- Evaluate new Mercury Security products to understand functions and features, support customers, and to assist HID employees with product information.
- Assist in day-to-day support of team (customer issues and escalations)

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- BA/BS degree in a technical subject or 5+ years of experience in access control field
- Must possess a minimum of two years' experience in technical service and product support, preferably in the access control environment
- Must have excellent telephone/interpersonal/communication skills
- Critical thinking and problem solving skills
- Ability to quickly engage in situations, assess alternative courses of action, anticipate issues and implement programs and tactics to drive effective change to customers
- Ability to quickly comprehend and make decisions by analyzing data and reviewing technical documentation
- Must possess excellent planning and organization capabilities
- Ability to think strategically
- Must have ability to think analytically with basic understanding of data presentation methods and statistics
- Will conduct and present themselves in a businesslike and professional manner and appearance at all times

Language Skills

- Ability to effectively communicate in the English language verbally and in writing.
- Ability to read and interpret technical journals, specifications, international technical standards, etc.
- Excellent communication skills within every level of the organization

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Computer Skills

- Proficient in MS Office applications, such as Word, Excel, PowerPoint, etc.
- Familiar with operating systems, such as Windows, etc.
- Knowledge of Windows and application logging
- Understanding of virtualization and use of VM Ware
- Basic knowledge of programming languages (C/C++, C#, .NET) to be able to review logs and small code snippets

Work Environment

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Employee works primarily in an office environment, with in a well ventilated area, and is exposed to moderate noise levels.

Work Requirements

- Compliance to all relevant HID Global policies and procedures related to Quality, Security, Safety, Business Continuity, and Environmental systems.
- Must be legally eligible to work in the United States.