

## **iLinc Customer Service Engineer**

### **About iLinc Communications**

iLinc Communications (ILC) is a publicly traded software company headquartered in Phoenix, Arizona. iLinc enables organizations to communicate more efficiently with their customers or internal employees in dispersed locations by offering Web conferencing (online meetings) and audio (phone) conferencing for common business communications needs such as sales presentations, training, marketing events, and customer support. Our products are used throughout many Fortune 1000 companies, as well as many small and medium size companies, government agencies and academic institutions.

### **Position Summary**

The Customer Service Engineer's primary objective is to provide technical support, installation services and training to our customers and sales staff on all iLinc Communications products.

### **Roles and Responsibilities**

Customer Service Engineers will perform the following duties:

- Provide timely and accurate technical support via phone, e-mail and remote control software to our customers. Take ownership of technical support calls and see them through to conclusion.
- Writing new service specifications for use in presales and post sales activities.
- Research and respond to technical questions from customers.
- Report bugs and research both short-term workarounds and long term solutions as well.
- Work with development and/or second level support to resolve more difficult problems.
- Author technical support documents for publishing on our web-based support site.
- Constantly seek ways to improve your technical know-how.

In addition, a Customer Service Engineer may also be called upon to perform other duties. These duties will be assigned at the discretion of the Manager of Customer Service and may include:

- Pre-sales support via phones, e-mail and via iLinc.
- Testing and otherwise assisting with Quality Assurance efforts
- Improving processes within presales and post sales organizations.
- Providing input to development on key features for future versions of the product.
- Assist in completing RFPs and RFIs.
- Some travel to customers' sites (around the U.S.) to install, test and provide training on our products.

### **Requirements**

- Position is based in Troy, NY.
- Able to work in an independent setting.
- Excellent written and oral communications skills.
- Some experience with supporting and troubleshooting TCP/IP based networks, proxy servers and firewalls and voice and video over IP (streaming video, for example).
- Extensive experience installing and supporting on the Wintel hardware platform, particularly with regard to multimedia and device troubleshooting. OS expertise should include Windows 2000 Pro and Server, Windows XP, 2003 server.
- Prior presentation and/or technical training experience a plus.

iLinc is an Equal Opportunity Employer offering challenging opportunities for growth, a competitive salary and a comprehensive benefits package, including medical, dental, stock options and 401k benefits (including Employer Match). Apply at [psharp@ilinc.com](mailto:psharp@ilinc.com). Include a resume and salary requirements. Please visit our Web site at [www.ilinc.com](http://www.ilinc.com) for additional information about the company. No phone calls accepted. Local candidates only.