

JOB ANNOUNCEMENT – Field Engineer I

We are looking to hire an exceptional person. If you are an over achiever we want to interview you.

Development Group, Inc. is a provider of high-tech network communication systems. Our customers include most major commercial enterprises and public sector organizations in northern California and southern Oregon. We currently have offices in Redding, CA, Medford, OR, and will be opening an additional office this year in southern California.

Due to our explosive growth we are seeking an experienced and adaptable full-time Field Engineer I to install, analyze, review, and troubleshoot voice and data networks as well as respond to inbound customer technical support calls via phone queue.

Primary Responsibilities

- With supervision and at the direction of the Engineer Program Manager or designee configure, analyze and troubleshoot voice and data networks.
- Work on projects where analysis of situations requires evaluation of factors and the application of problem solving skills.
- Participate in delivering on and exceeding customer service level commitments.
- Respond to inbound customer technical support calls via a phone queue; utilize trouble ticket application and databases to manage and resolve the customer issues.
- Manage and respond to incoming email or support ticket requests thoroughly and in a timely manner.
- Respond to inbound non-technical support inquiries from internal staff, customers and business partners.
- Research and resolve customer inquiries for the various products and services Development Group offers including customer follow-up and appropriate escalation when necessary.
- Effectively articulate necessary technical and non-technical information to customers in a simple and concise manner over the telephone or via e-mail.

Required Certifications:

- Cisco Certified Network Assistant (CCNA)
- or Cisco Certified Network Assistant Voice (CCNA Voice)

Technical Qualifications:

- Proficient with standard software applications including Microsoft Office.
- Knowledge of basic operation of Windows Server software, application software and hardware.

Non-Technical Qualifications:

- Previous experience providing exceptional Customer or Technical Support
- Possess a balanced hybrid skill-set which consistently delivers superior support for both technical and non-technical issues



- Possess superior customer-focused skills which will produce success supporting customers of varying degrees of sophistication and computer literacy
- The ability to excel under pressure while managing customer expectations.

Additional Requirements:

- Knowledge of L2/L3 network architecture and the ability to troubleshoot routing, switching and forwarding issues.
- Strong documentation & technical writing skills—to be utilized for case management and knowledge capture.

Compensation:

Development Group Inc. offers a competitive salary based on experience, a comprehensive benefits package, and a collaborative work environment.

All offers of employment with Development Group Inc. are contingent upon the successful completion of a pre-employment background check. We reserve the right to determine the suitability of an applicant for a position based on an evaluation of all available information, including but not limited to past work performance, applications, resumes, and references. Development Group Inc. is an Equal Opportunity Employer.

To Apply:

Please email all application materials to: resume@development-group.net or mail to:

Development Group Inc.
P.O. Box 991484
Redding, CA 96099

Please include:

- Cover letter
- Resume
- 3 professional references
- One page statement on how and what you can contribute to our organization.

Incomplete applications will not be accepted.