

**JOB DESCRIPTION:**

TITLE: Engineering Support and Operations Manager

DEPT: Europe Middle East and Africa (EMEA) Office - Caldicot, UK

REPORTS TO: Director EMEA

TERM: Full-time

**JOB FUNCTION:**

As part of our start-up company's team, the candidate's role will be focused on managing the engineering support and operations of the company's European office. This includes receiving orders from the sales department, building & shipping systems, and handling customer support. There will also be elements of software development to provide bespoke customisations to end users. The candidate should have experience in software design and troubleshooting, and should be comfortable with implementing processes relating to operations. The candidate must be comfortable in a customer-facing environment. This will be a varied and demanding role, and the candidate's desire to be challenged, adapt quickly, learn new technologies, and work hard as the company continues to grow is essential.

**Duties & Responsibilities:**

- Manage customer orders
- Build, verify, and ship products to customers
- Handle product inventory
- Interface with customers on support issues
- Travel to customer sites for installation and configuration assistance
- Assist in preparing product for trials, and general availability
- Capture customers' technical requirements and implement bespoke customer solutions
- Contribution of new and innovative solutions
- Investigative work as needed
- Technical writing and documentation as needed
- Aid with other tasks within the company as needed

**Qualifications:**

- Bachelor's degree or equivalent in Computer Science/Engineering
- Familiarity with Java, C/C++
- Understanding of PBXs and general telecommunications
- Knowledge in the area of networking, network infrastructure, and technologies such as VOIP
- Sufficient knowledge/experience working with Microsoft or Linux/UNIX-based operating system(s)
- General understanding of software development
- Excellent communication skills: written & oral
- Creative, positive, and self-motivated
- Capable of working independently and with a team
- Ability to handle multiple projects simultaneously

**Preferred:**

- Customer support experience
- Understanding of two-way radios
- Experience with PBXs (in particular Asterisk/ FreeSWITCH PBXs), including SIP Trunk and dial plan configuration
- Familiarity with the following: SQL, TCP/IP, SIP, JSON
- Experience with database and issue tracking software