

Canada Support Analyst

Primary responsibilities

Provide first and second level technical support for diagnosing a Web-based Advanced Metering Infrastructure (AMI) application, reproducing the problem locally, and providing feedback to customers. Troubleshooting in live customer environment using various types of remote connections.

Initiate, track, and resolve customer technical issues. Address customer technical issues immediately or deliver to the appropriate level of support with adequate case description. Provide feedback to customers.

Address customer technical issues using Elster's knowledge base, and any other customer support tools in use or planned by Elster.

May need to perform high level factory acceptance testing of Elster's EnergyAxis® System at customer sites.

Flexibility to work overtime and some travel (10 percent) are required.

Qualifications

Two or more years experience with customer support and/or quality testing.

Candidate needs to have ability to troubleshoot systems and communication problems, and have some programming knowledge. Good customer interface skills are essential. Candidate must be intuitive, self-motivated and resourceful. Must have good communication skills, must be independent, a good team player, and have the ability to manage stress.

Some database and SQL knowledge is desirable but not required. Experience with metering, or GIS geocoding is a plus.

Experience with wireless communication a plus. Knowledge of Measurement Canada regulations is a plus.

Education

Bachelor of Science in Electrical Engineering or Computer Science is preferred but will consider alternative degree with appropriate experience.

To apply for this position

Submit your résumé to Human Resources by mail, fax, or email. Please indicate the position title you are applying for in your cover letter.

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Attach a Word or PDF file and email to raleigh.staffing@us.elster.com