

Job Summary

Telepin Software develops mobile payment solutions. Telepin is currently looking for a Support & Field Application Engineer to join our organization located in Ottawa, ON.

Working among a team of technical professionals, a Support & Field Application Engineer will be responsible for providing best-in-class technical support for a variety of operational, network, server, or related services on site, via telephone, and e-mail.

The position of Support & Field Application Engineer plays a key role in the pursuit of new business, working across all levels of the client's organization, understanding the client's requirements to craft winning and deliverable solutions. This position is key interface between delivery and support.

Successful applicants should be comfortable operating in a dynamic environment where initiative and a sense of professional responsibility is a must. Applicants should be experienced in providing prompt and professional services to a corporate customer base.

Main Responsibilities

As our customer base grows, we require a dedicated Support and Field Applications Engineer to provide front line assistance to customers developing and deploying with our products. Telepin has accrued an industry leading reputation for the excellence of our products, solutions, and quality of support. This role will be key in supporting that reputation, managing relationships with customers, and bringing critical customer requirements back into the development and product management process. The ideal candidate will have excellent communications skills, the means to acquire an thorough knowledge of our products, and a love of problem solving.

Typical day-to-day activities will include providing front-line support to customers via email and phone, characterizing issues reported, and providing timely solutions. The field applications component of this position will require travelling to customer locations to provide short-term on-site support when required.

Duties (On site, or at customer locations)

- Providing front-line support to customers via email and phone.
- Gathering technical requirements from our customers.
- Bringing technical issues to members of the development team, making the decision about the appropriate people inside the development team to route more complex issues to.
- Working with our ticketing and bug tracking system, and managing online support requests.
- Assisting in developing and updating our online developer portal and support knowledgebase.
- Creating and managing the communication of change and release notices to customers.
- Assisting customers through the deployment process, configuration, operations, etc.
- Developing and/or conducting onsite training sessions for our customers.

Desired Skills

- Experience in working with global teams
 - Good communication skills across all levels. Able to communicate complex, technical concepts to all levels. Able to mediate opposing viewpoints.
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- Good command of the English language, French or other languages beneficial.
- Resourceful and able to start on project work with ambiguous and incomplete information
- Strong analytical and problem solving skills
- Strong understanding of technology, particularly as related to mobile telecommunications networks, financial networks and financial services, and hardware.
- Strong leadership skills — high level of drive, initiative; assertive
- (Asset) Experience in providing and/or delivering value-added solutions to the telecom market.
- (Asset) Experience in delivering solutions to customers in the financial services market, or an understanding of financial technology and accounting principles.
- (Asset) Experience in software development and Oracle database

Education/Experience

- Post-Secondary Degree in engineering, computer science or related fields
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