Legrand has an exciting opportunity for a Technical Support Field Engineer to join the Datacenter Power and Control Team in Reno, NV. As a Datacenter Power & Control (DPC) Technical Support Field Engineer, you'll work with a variety of cross functional teams and technologies. The daily interactions can range from first-time users to advanced partners, sales, development and product management. Your duties will be to function as an expert technical resource for our enterprise level customer base and business partners. Additionally, you will be responsible for traveling to customer locations to help address their technical issues and maintain post-sales relationships with our customers. You will serve as a trusted advisor to ensure successful implementations, that the assigned customers achieve targeted business benefits from their investment in DPC, and that the customers serve as a positive reference and continue their implementation of DPC. Your technical abilities will be critical in identifying solutions, troubleshooting issues, and answering technical questions as they arise. You will become the primary escalation point and are accountable for identifying and directly addressing technical issues.

You are expected to develop and maintain a working knowledge of the technical architecture and business requirements of the enterprise accounts. This position requires a strong technical background, excellent client and project management skills, proven ability to understand various technical workflows when needed. Successful candidates must be action oriented and able to travel, communicate clearly and effectively to both technical and business audiences at multiple levels.

Some of the duties and responsibilities include but are not limited to:

- Build and grow relationships with both technical staff and management from the customer team.
- Drive and track customer escalations, including partnering with the Product Management, and delivering Professional Services.
- Ensure that all cases opened are being actively worked and progressing towards an expeditious resolution.
- Diligently does the on boarding of new accounts.
- Partner closely with product management to ensure that customer requirements are logged and appropriately prioritized and also ensure that future product direction aligns with customer road map.
- Actively contribute and leverage standards and best practices, staying current on both the technology and product fronts.
- Contribute to the knowledge base on lessons learned and unique issues experienced for any of their accounts.
- Develop and mentor other team member to help improve their technical knowledge, project management skills, customer management skills, etc.
- Manage all post-sales activity for customers through strong relationship-building, product knowledge, planning and execution.
- Act as single point of contact for all support requirements as they pertain to enterprise account customers' environment.
• Ensure effective ownership, communication, coordination, and facilitation of support service activities between the customer and support teams, product management and account teams.
• Increase customer loyalty by conducting regular check-in calls for tactical items, and perform quarterly health checks for strategic reviews.
• Maintain a deep understanding of the product and speak with customers about the most relevant features/functionality for their specific business needs.
• Direct the delivery of customer technical services to achieve high customer satisfaction and trust.
• Coordinate cross-functional deployment project teams, which could consist of professional services, product management, engineers.
• Develop and manage a strategic development plan for your customers, including identification of opportunities for growth.
• Escalate issues as necessary execute action plan, resolution or other options as needed.
• Track and document status and time spent on customers to ensure appropriate per client resource spend.
• Travel will be needed up to 30 - 40 percent of the time.
• Perform other duties as assigned.

MINIMUM QUALIFICATION:
In order to be qualified, you must meet the following requirements:
• Bachelor’s degree from four-year College or University with emphasis in Computer Science, Business, or related field; or equivalent combination of education and experience.
• 2-5 Years’ experience in a “customer facing” environment such as, enterprise customer support and technical consulting.
• A solid Linux user/admin capability, prior Linux System Administrator role is a plus.
• Familiar with network configuration, integration and diagnostics (focus on TCP/IP and HTTP(s))
• SNMP - Ability to isolate issues from multiple systems. Including, the ability to read a MIB, map values to our data model via the dynamic plugin. Should be familiar with MIB browsers, sets, gets, SNMP walks and traps.
• ODBC\SQL\PostgreSQL - Create SQL queries to both pull and support customers if they encounter issues connecting to ODBC interface.
• VMware ESX/ESXi VM configuration/control/Windows
• Excellent written, verbal, and presentation skills appropriate to both technical and management clients, including effective interaction with senior executive to C-level personnel.
• Strong organizational skills with an ability to manage competing client demands, multiple priorities, commitments and projects.
• Ability to troubleshoot technical issues at a high level to determine the appropriate path to resolution.
• Exemplary customer service attitude with business development and customer relationship management experience.
• Ability to facilitate and harness cross-team collaboration working with teams in person and virtually.
• Strong analytical skills regarding technical and project management issues.

DESIRED MAJORS: Computer Science & Engineering

HOW TO APPLY: Follow this link to apply Technical Support Field Engineer