
Job Description – IBM Senior Service Engineer (Level 3)

BASIC FUNCTION:

The function of the Senior Service Engineer (Level 3) is to act as a lead customer issue resolution engineer and take ownership of all assigned tickets. A secondary function is to act as a mentor to other engineers as assigned and to develop internal certification criteria and curriculum. Level 3 Engineers will also perform the duties of Level 2 Engineers, Training Coordinator, QA Engineer and Escalations Manager as assigned and certified.

PRINCIPAL DUTIES:

The following are principal duties of the Senior Service Engineer:

Leadership and Management

- Provide continuous updates to company standard operating procedures and assign development/editing as needed
- Provide assistance and answers to department staff
- Motivate and encourage department staff
- Provide constructive feedback to department employees
- Identify areas of improvement in the company and assist in creating and implementing solutions
- Oversee and provide direction to department employees
- Adjust assignments as needed to best utilize team resources
- Monitor job progress and team performance throughout operations
- Arrange and facilitate team meetings to discuss company values and objectives on completed jobs
- Implement new / revised policies and procedures
- Report on project status as required
- Implement solutions including full documentation and training as required

Service Delivery

- Effectively communicate skills to engage the customer and start the service experience
- Ensure that customer receives call back within 15 minutes of original call as per Service Level Agreement (SLA)
- Thorough understanding of the Ticketmaster program
- Interpretation of the customer files provided during service event
- Determining root cause and recommending correct resolution
- Validating actual problem and validating correct parts to be used for service
- Ensure that shared accounts receive required parts and follow up as appropriate
- Responsible for the overall service level quality of all assigned tickets as per specific customer SLA
- Participate in On Call Rotation for 24/7 service coverage as re'd
- Ability to delegate job functions to other personnel/team members
- Official certification of System Administrator (SA) qualifications
- Provide/attain software training including, but not limited to, IBM-AIX (precise levels to be determined via KPI's)
- Provide/attain hardware training including, but not limited to, IBM- AIX related platforms

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- Direct knowledge of IBM HA debugging principles
 - Direct knowledge of storage array and debugging disciplines
 - Lab infrastructure input/design and build out
 - Technical lead for all IBM projects
 - Provide technical assistance
 - All internal documentation is completed diligently
 - Coordinate and follow up on customer system audits as required or requested by Contract Coordinator
 - Follow up to verify service is complete until call is closed.
 - Follow appropriate procedures, either Software or Hardware, to resolve the issue
 - Close the ticket when issue is resolved
 - Perform technical follow up call with customer within prescribed timeframe to ensure satisfaction with resolution
 - Provide technical support to the Sales Department on an as needed basis
 - Become involved in customer escalation as per the Escalation Procedure or as required to ensure timely resolution
 - Conduct post escalation reviews as warranted, develop and present recommendations on escalation prevention strategies
 - Provide Back-Line support to other support engineers to ensure timely and effective customer problem resolution
 - Periodically review each ticket that you are involved with, ensure customer issues are being appropriately resolved, and forward service issues to Service Support Manager
 - Participate in regular customer review calls with Sales
 - Prepare technical policy drafts for specific re-occurring issues and submit to Remote Lead Engineers
 - Review technical policy drafts, refine with author as necessary and post to TERiX internal website
 - Close tickets as per the Ticket Closing procedure
 - Request parts from Logistics using the Parts Request form as per the Parts Request Procedure
 - Return all RMA parts as per the RMA Procedure
 - Review open tickets throughout the day to ensure that customer needs are being met and that the appropriate course of action is being taken.
 - Ensure that Service Delivery Engineers are recording and reporting all performance metric data according to procedure
 - Research issue resolution from available resources including reference to the in-house skills matrix to identify the subject expert
 - Forward technical documentation to Field Engineers as required to ensure customer issue is resolved
 - Conduct question and answer sessions with Level 2 and Level 1 Engineers in order to provide technical assistance
 - Perform high-level research on recurring issues, develop, document and train standard response procedures
 - Provide hands-on technical expertise on customer issues when requested by Level 2 Engineer or Escalations Manager
 - Participate in specification development and testing of business tools to ensure relevance and performance

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- Coordinate the design and build of systems to simulate and resolve customer issues
 - Respond to requests for technical knowledge on a specific hardware / software issue
 - Conduct research and self managed education to be a functional expert in one or more technical areas as defined in the TERiX Skills Matrix
 - Educate the customer on proper issue identification and resolution techniques when appropriate
 - May be assigned TAS Duties

SALES COLLABORATION:

- Participate in sales and marketing sessions as needed to assist in identifying, developing and/or qualifying value propositions and position papers in the IBM market product area that can be molded into collateral and materials used in the sales process
- To assist Sales Group management in the development and formatting of materials and presentation focused to train TERiX Sales Group personnel on the intricacies and involved position and terms in the IBM market space.
- Participate as needed (within reason, and by Business Unit Manager or Sale Director request) in strategic or complex client/prospect/partner sales campaigns where IBM product knowledge and experience are required.

RESPONSIBILITIES:

The Senior Service Engineer is responsible for ensuring that:

- All of the duties of the Senior Service Engineer are completed as per the job description
- Assigned Level Two Engineer for mentorship is attaining qualification and performance improvement goals
- All internal documentation is accurately recorded and submitted in a timely manner

AUTHORITIES:

The following are principal authorities granted to the Senior Service Engineer:

- Exercise the responsibilities and perform the duties of this position. This includes full decision-making authority for all responsibilities and duties

REPORTING RELATIONSHIP:

The Senior Service Engineer reports to the Director of Operations.

The following positions report directly to the IBM Senior Service Engineer; None.

QUALIFICATIONS:

- 5-7 years of IBM-AIX and/or Sun/Solaris support
- Multi-vendor Unix experience, preferred
- Customer Satisfaction- centric
- Strong Customer Facing Skills
- 2-3 years of partner management and direction

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- BS Computer Science a plus
 - Project Management skills also a plus

THIS JOB DESCRIPTION HAS BEEN AGREED UPON BY:

Managing Partner: _____ Date: _____

Level 3 Engineer: _____ Date: _____