



Software Support Engineer

If you are passionate, innovative and self-motivated, we are inviting you to join our team.

Job Summary

The ideal candidate will have 1+ year of software development and 2+ years of technical support experience with a B. S. in Information System or a related area. You also need to be a great communicator, team player and a hands-on problem solver who delves into any technical and business problems.

Duties & Responsibilities

- Work directly with clients, client services and operations to provide first-line technical support.
- Collaborate with product management and development teams to improve quality of products by resolving, trouble-shooting, tracking and prioritizing production issues.
- Use creative problem-solving and analytical skills to help solving complex technical and business problems.
- Communicate complex technical and business information in a concise and articulate manner.

Desired Qualifications

- B.S. in information system or a related area.
- 1+ years of hands-on experience developing web based applications with Microsoft Technologies such as .NET, C#, SQL, HTML, CSS, JavaScript and IIS.
- 2+ years of technical support experience.
- The ability to work on multiple tasks, prioritizing and organizing these tasks to maximize productivity.
- A passion for solving problems and learning.
- Demonstrated experience in working effectively and directly with clients.

Why MetTel

MetTel is a cutting-edge telecom service provider delivering software and telecom services to enterprise companies nationwide. Our teams help create next--generation systems to meet the challenge of today's rapidly changing business climate, and set new standards for the telecom industry. From traditional voice to advanced services, MetTel's extensive partnerships enable us to deliver a complete portfolio of services in the United States, Canada and Puerto Rico as well as global MPLS and VoIP solutions. We believe that each team member is a key to the success and sustainability of the group. In order to achieve this we offer an environment where all professionals can grow and develop their skills and competencies, collaborate with diverse professionals, share knowledge and enjoy a rewarding career.

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