



JOIN THE TEAM!

If you think you may be a good fit for the System Engineer position, please email your resume to careers@startel.com.

SYSTEM ENGINEER

Startel Corporation, a leading provider of contact center solutions for the Telephone Answering Service and Healthcare market, is seeking a Full Time Technical Support / Field Service Engineer to join our expanding support team in providing quality service, support and training to our customer base.

As a Technical Support / Field Service Engineer based out of Irvine, California, Startel strives to provide timely responses to our clients' technical needs and requirements. You will support and maintain installations of server-based telecommunication systems, work directly/indirectly with customers to achieve operational integrity of systems and customer satisfaction. You will work independently and in team environment. Systems are supported remotely from Startel's Irvine office.

This position may require travel.

Pager coverage and off shift coverage is required.

This position will have exposure to sensitive information: ePHI and customer sensitive data.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Installation and Support of client systems.
- Work to standardize repeatable tasks and steps
- Provide onsite support to customers throughout the United States and possibly internationally as needed.
- Document problems and/or other matters of significance, customer configurations, and change requests.
- Remote support for client systems when no onsite installations or support are scheduled.

REQUIREMENTS

- Education & Experience: High school diploma and 1-3 years Telecommunications or IT experience
- Language Skills: Working knowledge with information systems, Networks/LANS/WANS
- Computer Skills
- Computer Software
- Technical and operational experience in Telecommunications and/or IT
- Knowledge of network cabling practices and procedures
- Analytical and problem-solving skills
- Interacting with internal and external customers and vendors
- Communicating in English, both verbally and in writing
- Experience in at least one or more of the following: technically supporting, installing, troubleshooting, and configuring relevant technologies
- Microsoft Windows experience including; Windows 10, Windows 2008 Server, Windows 2012 Server, Windows 2016 Server.

Preferred:

- Associates degree or better in related field
- SQL Server 2008/2012/2016, complex queries, maintenance plans, schema updates and data transformation
- Telephony including VoIP/SIP and PRI/T1; Asterisk based PBX/PBX Systems
- Proficiency with Linux.

COMPETENCY

Intellectual – analytical, design, problem solving, project management, technical, organization and interpersonal.