

From: Ben Lau [mailto:ben.lau@avtechmail.com]
Sent: Tuesday, March 25, 2008 2:54 PM
To: Jun-Min Liu, Ph.D.
Subject: IT Network Job Opening



Greetings!

Currently the company I work for, CommVault, is hiring for our support department. We have two types of positions that are being hired for, I have posted the job descriptions below. Tier 1 is answering phones & generating tickets, great for someone wanting to get in on the ground floor. Tier 2 is for more seasoned technical workers. Salary can be discussed upon interview.

So if anyone needs a job let me know! Our group could use the help right now. It's really great. The benefits are awesome, pay is good, and the atmosphere is really laid back.

Send your resume or any inquiries to me at sgodny@commvault.com

*Tier 1 Technical Support:
Job Description*

The Tier 1 Technical Support Engineer will focus on providing first tier technical phone support to our customer base. This includes answering incoming problem calls, collecting and tracking information and details of the problem, trying to resolve the issues and escalating the calls to tier 2 personnel if necessary.

Required Skills

- * Must have good working knowledge of Windows NT/2K and/or Unix*
- * Strong customer relations skills*
- * Strong written, verbal and presentational skills*
- * Technical experience in any of the following areas is a plus:*
 - o Customer support*
 - o MS Exchange and Lotus Notes*
 - o Unix systems administration*
 - o Novell administration*
 - o SAN/NAS*
- * Previous Experience with Backup software such as Veritas, Arcserve, or Legato.*

- * Experience with DB applications such as SQL, Oracle, Informix.*

CommVault is an Equal Opportunity Employer

Tier 2 Technical Support:

The Technical Support Engineer will provide technical support of the Simpana suite of data protection applications, including Galaxy, Qnet, QSM and our HSM products. This position will support our ever increasing customer base, as well as our field engineers, in heterogeneous environments, when first-line product support has been unable to identify software issues. Along with being an extremely technically proficient individual, this position also requires the candidate to have exceptional time management skills as the tasks must be performed in a timely fashion.

- * Troubleshoot and resolve complex, critical and sensitive support issues*
- * Prioritize open issues, define and track bugs for Development*
- * Participate in new product releases and beta cycles*
- * Handle customer issues over the telephone on a daily basis*
- * Provide customer feedback on their issues as they are progressed*
- * Ensure customer satisfaction through professionalism and swift resolution*
- * Recreate problems in house and Provide evidence where bug fixes are required.*

Required Skills

The ideal candidate will be able to troubleshoot and identify complex network, software, and hardware issues. Direct customer support experience is essential. Exceptional verbal and written communication, customer service, and troubleshooting skills are required for this position as well as organizational skills, high-level troubleshooting, and the ability to meet deadlines.

- * Willing to work as part of a professional support team*
- * Able to maintain professionalism while under pressure*
- * Values teamwork and can contribute to the group*
- * Self starter and self motivated*
- * Desire to continue to develop personal skill set in a proactive environment*
- * Ability to exercise judgment within defined procedures and practices to determine appropriate action*
- * Proven strong experience providing 2nd/3rd line support*
- * Advanced administration and troubleshooting of Windows / UNIX server environments*
- * Knowledge of hardware systems such as tape drives and libraries*
- * Ability to multi-task across several open cases and manage and prioritize time*
- * Previous experience with data protection software, i.e. Veritas, Legato, Brightstor, etc.*

- * Knowledge or experience with SAN and NAS devices*
- * Ability to troubleshoot and configure SCSI and FC hardware*
- * Understanding of data and information life cycle management*

- * *Previous knowledge of any of enterprise data protection solution a plus*
- * *Knowledge of database systems a plus*
- * *Previous experience of clustering and/or SAN technologies a plus*
- * *Experience working in a call center environment a plus.*



Article Headline

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Try using case studies, success stories, testimonials or examples of how others used your product or service successfully.

Stick to simple words, short phrases and paragraphs consisting of 1-3 short sentences. Your recipients should not have to think too much, parse long sentences or read big sections of text. Add a "Find out more..." link to additional information on your website.

Contact Information

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phone: 908-222-2833

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