



Customer Support Engineer – Job Description

Summary

As a Customer Support Engineer at CX Advanced Solutions, you will be a critical member of our customer support team, responsible for providing advanced technical support, handling escalated support tickets, managing customer escalations, and contributing to proactive customer monitoring and account management efforts. You will serve as the first line of technical support for our customers, delivering responsive, knowledgeable, and empathetic service to resolve issues and maximize system performance. Your expertise and dedication will directly impact the success and satisfaction of our clients.

Essential Duties and Responsibilities

- Work closely with the sales and deployments teams to understand the customer's needs and ensure the product is configured to meet those needs
- Handle escalated technical support tickets from customers, providing expert-level assistance to resolve complex issues in a timely manner.
- Serve as a Tier 1/2 support resource for Webex Calling and Webex Contact Center issues, escalating to engineering when necessary.
- Collaborate closely with cross-functional teams, including product development and engineering, to ensure prompt resolution of customer issues and to communicate customer feedback effectively.
- Proactively monitor customer systems and services to identify potential issues, provide recommendations, and implement preventive measures.
- Assist with account management tasks, building strong customer relationships, understanding their business needs, and identifying opportunities for upselling or cross-selling solutions.
- Create and maintain comprehensive documentation, including troubleshooting guides, knowledge base articles, and best practices, to enhance the efficiency of both customers and the support team.
- Participate in on-call rotations to provide 24/7 technical support coverage for critical customer issues.
- Mentor and provide guidance to junior support engineers, fostering a culture of continuous learning and professional growth.
- Stay up-to-date with industry trends, emerging technologies, and best practices to continuously improve the support processes and offerings.
- Other duties as assigned by management

Reports To

Customer Support Manager



Qualifications

- Bachelor's degree in Computer Science, Computer Engineering, or a related field.
- 2+ years experience in a customer support or technical engineering role.
- Strong expertise in troubleshooting complex technical issues, analyzing logs, and providing efficient solutions.
- Exceptional customer-facing and communication skills, with the ability to explain technical concepts to non-technical audiences.
- Demonstrated ability to work independently, manage priorities, and drive results in a fast-paced environment.
- Hands-on experience supporting Cisco Webex Calling, CUCM, Webex Contact Center, or equivalent UCaaS/CCaaS platforms.
- Understanding of VoIP/SIP protocols, PSTN integrations, and basic networking (NAT, firewalls, DNS).
- Familiarity with Cisco Control Hub, Call Flow Editor, Agent Desktop, and workspace provisioning.
- Strong troubleshooting skills with the ability to clearly document steps and escalate appropriately.
- Excellent verbal and written communication skills.
- Passion for delivering exceptional customer experiences.

Outcomes

- Improved project management of strategic projects and customers
- Improved project completion
- Improved predictions
- Improved stakeholder satisfaction

Processes and Systems

- SFDC – Documentation tool
 - Order Task Notes to notate communication
- Control Hub
 - Customer and system management
 - Webex Calling
 - Webex Contact Center

Scorecards

- Ticket Status Report
- Escalation Report
- Ticket Completion Report
- Customer Satisfaction Survey