



Superheroes wanted.

If you want to be part of the future of work, we want you.



About Citrix:

Citrix (NASDAQ:CTXS) is leading the transition to software-defining the workplace, uniting virtualization, mobility management, networking and SaaS solutions to enable new ways for businesses and people to work better. Citrix solutions power business mobility through secure, mobile workspaces that provide people with instant access to apps, desktops, data and communications on any device, over any network and cloud. With annual revenue in 2015 of \$3.28 billion, Citrix solutions are in use at more than 330,000 organizations and by over 100 million users globally. Learn more at www.citrix.com

Job Description –

The Associate Technical Support Engineer is responsible for providing technical assistance on Citrix products to customers of small to medium size, scope, and/or political complexity - via phone, email and/or remote access. The support focuses on in-depth problem analysis of Citrix products and their integration into enterprise-wide mixed environments. The incumbent uses fundamental technical troubleshooting skills obtained through performance of the role to isolate, analyse, and provide resolution to customer issues of minimal to moderate complexity, with some general instruction and oversight from team leads and/or management. Qualifies more complex customer issues for assistance from more senior level employees or other vendors. The candidate should possess a Bachelor of Science or Engineering in Computer Information Systems or Computer Science or have the equivalent experience.

Roles & Responsibilities -

- The responsibilities and requirements for this position include but are not limited to:
- Provide technical assistance to Citrix customers over phone and email.
- Clearly documents issues and resolutions in CRM system, and ensure proper customer engagement as per defined processes.
- Understand basic operating system/foundational technology principles related to Citrix hardware products.
- Basic knowledge of Networking technologies, Network security concepts, Communication Protocols, and familiarity with network troubleshooting tools.

- Works with the following products/concepts/Technologies:
 - Load Balancers
 - Web Application Firewalls
 - SSL VPN solutions
 - WAN Optimizers
- Exhibit excellent verbal and written communication skills.
- Demonstrates good problem solving and analytical skills.
- Assess the severity of cases reported by customer and acts accordingly following the established guidelines.
- Use of fundamental technical troubleshooting skills obtained in new hire training and through performance of the role to isolate, analyse, and provide resolution to customer issues of minimal to moderate complexity, with some general instruction and oversight from team leads and/or management.
- Reproduce customer issues in the Laboratory to verify problems and provide feedback to the customer or escalation team as needed.
- Demonstrates a professional and personable customer service attitude.
- Able to efficiently prioritize work items and/or customer requirements based on direction from senior team members or management.
- Provides timely status updates to internal and external Customers.

Skills to be developed while in this role include but are not limited to:

- Learns to use CRM and phone systems efficiently. Ensures that procedures are followed and keeps clear, detailed records.
- Identifies internal Citrix Support sites for documented technical issues.
- Demonstrates the ability to achieve and maintain targeted goals such as number of calls answered, number of cases closed or resolved, etc.
- Demonstrates a sense of ownership, ensuring smooth and efficient case handover to other teams or other engineers when appropriate.
- This position will require you to work on night shifts with a potential for extended coverage