Senior Technical Support Engineer

Company Description

Cognition is a small, fast moving company that offers a flexible, diverse, and exciting work environment. Cognition presents a suite of software tools to capture and model all aspects of product design, and gives enterprise wide collaborative access to the design model. We also provide consulting services and training in the deployment and use of these solutions.

Our flagship guided compliance software, Cognition Cockpit, provides a robust risk management and design controls platform for medical device, pharmaceutical, and combination product development teams.

Overall Job Responsibilities

This employee's primary role will be to provide technical leadership for the operation, growth, and improvement of Cognition's Technical Support department. This person will need to work with all Cognition departments to help provide best in class technical support to Cognition customers. Secondary roles may include working with the IT, Quality Assurance, Development, and Engineering teams to assist in issue resolution. This is a full time, 40 hours a week position.

As a tech support staff member, this employee will be part of a team that represents the first line of support for Cognition, logging calls that were submitted to customer support, providing solutions to their problems, and escalating issues when necessary. This may include responding to technical support calls via phone, web session, Skype, or email. As a senior support engineer, this employee will be expected to take a leading role in continuous process improvement.

The person who fulfills this position is expected to:

- Utilize electronic systems to ensure that all support cases and case activities are logged as they occur
- Reproduce and troubleshoot support issues and escalate when necessary
- Work through technical problems with the customer via phone or web session
- Proactively provide written technical problem/solution documents for customer and internal technical solutions
- Maintain a knowledge base of technical support solutions
- Report defects found as per Cognition's QA processes
- Be detail-oriented and work well under pressure
- Have a creative thought process and ability to think outside the box
- Helps identify opportunities for improvement in support process or tools
- Be flexible and adaptable to meet the often-changing needs of a small and growing company
- Know and fulfill responsibilities for support tasks with urgency, passion, and energy

Requirements

- Bachelor's Degree in a technical field or equivalent experience with an excellent understanding of computers and technology
- At least 4 years of experience providing technical support for enterprise software and systems
- Excellent verbal and written communication skills including effective listening skills
- Strong customer service skills
- Team player with ability to mentor new staff members
- Excellent organizational skills and attention to detail
- Familiarity with help desk software (e.g. Team Support)

Desired Experience
- Some knowledge of Microsoft Windows administration and setup
- Programming experience or knowledge of programming languages/technologies
- Experience coding or scripting in one or more of the following: C#, Java, JavaScript, Python

We value passion and an agile mind over knowledge of specific technical skills.

Compensation/Benefits

Compensation is commensurate with experience.

Cognition offers a wide variety of competitive benefits to help meet your needs and to help you balance your work and personal life. Benefits include choices for medical, dental and life insurance; a 401(k)/profit sharing plan; disability plans; and a flexible holiday and paid time off program.

Cognition does not sponsor applicants or employees for employment visas. Being authorized to work in the United States is a precondition for hiring for this position.

Job Location: Lexington, MA

Company URL: http://www.cognition.us

Contact: resume@cognition.us