

# Saudi Arabia Jobs Expertini®

## On-Site Support Engineer (NIMS PrOptima)

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Company: Business Communications LLC

Location: Saudi Arabia

Category: architecture-and-engineering

Responsibilities:• Provision of first line support.• Updating all required trouble ticket databases with results of investigations and fix confirmations.• On-site installation and acceptance testing of NIMS-PrOptima products.• Troubleshooting and analysis of customer problems (telephone, email or on-site).• Provide workarounds for customer problems.• Timely escalation of Critical and Major issues.• Maintenance and documentation of scripts used for daily checks.• Liaise with 3rd party suppliers to troubleshoot network, software and hardware problems. Providing daily system reports with explanations of any abnormality.• The role involves on-site support at Customer sites.You must meet the ff:• Should have at 4 to 5 yrs experience in a customer support role with a proven record of trouble shooting.• Experience of UNIX and Oracle and databases is essential with a working knowledge of Windows.• Capable of writing UNIX shell scripts / VB scripts. Basic knowledge of TCP/IP is required in addition to a basic knowledge of SQL.• Knowledge of software/system deployment and customisation is an advantage.• Energetic, self-starter and team player who works to tight deadlines.

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