10ZiG Technology Inc. – Senior Technical Diagnostics Engineer

10ZiG Technology Inc. has full time Senior Technical Diagnostics Engineer position in Phoenix, Arizona.

Duties: Liaison with 10ZiG Research and Development team and external partners to provide technical information needed to prioritize escalated customer issues for timely and effective resolution; Diagnose and resolve escalated technical issues for hardware systems; Train junior team members regarding policies and best practices to effectively resolve customer issues without escalation to higher staff and provide ongoing technical training as needed; Ensure internal systems are kept up to date to ensure that both office and technical teams can complete day to day tasks effectively; Oversee junior team members regarding technical support to customers; Prepare, update and maintain technical documentation provided to both customers and internal staff members; Provide customer technical support by phone, email, and remote assistance, with on-site visits as required; Establish hardware and software product performance testing baselines through rigorous testing procedures; Assist with drafting and editing of documentation and manuals.

Requires: Bachelor's degree (or foreign equivalent) in Information Technology, Computer Science, Computer Engineering or related field plus 3 years of experience OR In lieu of Bachelor's degree in Information Technology, Computer Science, Computer Engineering, or related field plus 3 years of experience, employer will accept 5 years of experience.

Hybrid position, may telecommute up to 1 day per week from residence within normal commuting distance from employer's Phoenix, AZ office.

Email resume to careers@10zig.com, Include Job Code 10ZiG-EW with resume.