



Software Support Specialist

Background:

C2C, a software developer and vendor of email related applications requires a **positive and motivated** technical specialist to work in their Westborough, MA office, alongside the sales and technical teams to provide technical services to customers.

C2C develops applications for Microsoft Exchange and Outlook and sells these direct and through channels in the US and Europe. The company has a world-wide base of more than 3,000 customers for their products ranging from large customers such as Motorola, DHL and Nestle to smaller companies of 100 users.

The opportunity for the applicant is to become a major contributor to the company and one of the primary technical experts in the US region.

Role:

Provide excellent technical support to C2C customers throughout North America

- Provide remote and/or onsite technical services to customers
- Assist with general IT operations of the company
- Be involved with product strategy of C2C
- To provide input to C2C management on messaging subjects and related topics.

Current Role:

- A technical support engineer with experience dealing with a technical and non-technical base.
- A systems administrator with e-mail systems experience
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Skills & Experience:

The candidate **must have** the following skills:

- Understanding of customer service from a software vendor or reseller viewpoint
- Experience with Windows networks
- Experience in a busy support environment
- Working knowledge of email / email systems (preferably Microsoft Exchange)
- Excellent client facing skills, experience of working on client sites
- Excellent communications skills (English both written & verbal)
- Strong support, customer service ethic
- Initiative, drive and enthusiasm
- Willingness to learn leading edge technologies

The candidate ***should have*** the following:

- Good Understanding of Active Directory (Schema, DC's, GCS's, GPO's)
- General understanding of networking (DNS, firewalls, routers, VPNs)
- General understanding of web applications / ASP / VB script
- Microsoft MCP, MCSA or MCSE accreditation (useful, not essential)
- Understanding of email applications and marketplace

Salary Range

The salary for this role is commensurate with experience.