



Sr. Technical Support Engineer

Location: Sunnyvale, CA

Job #: 104

KANA, the leader in software solutions for customer service, helps the world's best known brands master their service experience. KANA's Service Experience Management solution, a unique combination of business process, case and knowledge management, allows companies to control every step within each customer interaction to deliver the ideal service experience.

Lagan Technologies, a part of KANA, powers over 200 government agencies worldwide serving 60 million citizens a year.

Together, our clients report double-digit increases in customer satisfaction and increased revenue growth while reducing contact center costs by an average of 20 percent.

Our award-winning solutions are proven in hundreds of companies worldwide, including approximately half of the world's largest fortune 100 companies!

If you are interested in starting a progressive and gratifying career with a company that is charting new territory and going through phenomenal growth then this is the place for you! You will have the opportunity to work hand-in-hand with the world's best-known brands and industry thought leaders to shape the future of customer service solutions while enjoying a flexible, collaborative and a stimulating work environment that will keep you engaged.

Critical Attributes:

- Motivated, goal oriented, and persistent
- High level of initiative
- Ability to effectively multi-task and prioritize
- Effective communicator with excellent writing and verbal communications skills in English
- Highly efficient and collaborative
- Understanding of software development concepts
- Good organizational and interpersonal skills, and
- Work well both independently and as part of a small team
- Ability to resolve problems systematically, efficiently and effectively

Experience:

- BS/MS (ing/Ir) in Computer Science, Engineering or equivalent
- 3 years + of experience in support or product development in the software industry
- Strong Technical skills, including but not limited to:
 - Unix (Solaris, Linux or AIX), W2K, W2003 (Operating System and Networking)
 - Programming knowledge or experience (Java , EJB, ASP, JSP, XML)
 - Relational database expertise at the administration level (Oracle, SQL Server, or DB2) and a strong knowledge of SQL
 - Knowledge of web/app servers like Weblogic, and Websphere

Duties & Responsibilities

- Research and resolve all levels of software problems including complex technical and applications questions
- Liaison for escalated application problems with customers and engineering
- Perform support via phone, email, Web, and –when required- on-site
- Write technical documents (cases and solutions) for the corporate knowledge base
- Contribute to the overall success of customers and the Support Organization
- Setup and maintain the support lab environments Kana software and third party software

Office Location: KANA/Lagan's US headquarters is located in Sunnyvale, CA and there are office locations in Overland Park, KS and Chicago, IL. (FOR HOME OFFICE - US location is flexible and KANA/Lagan provides a generous home office arrangement if applicable.)

KANA offers a highly competitive total rewards compensation and benefits package.

Interested parties encouraged to apply by sending their updated resume/CV via email: to career@kana.com referring the applicable Job #. EOE