



YOU will change the way the world _____.



Backup Solutions Support Engineer

Ref: 277687, Bulgaria, Sofia

Business environment

HP OpenView is a complete portfolio of service-driven management software from global Service Delivery Unit (GSD), part of the Technical Solution Group in HP. The support for the OpenView products is handled by Global Service Desk. We provide proactive and reactive services and support to our customers with regards to OpenView products. The GSD organization is present world-wide in and has more than 1000 employees working for customers as well as additional internal and external partners - all distributed in the different countries.

We're looking for people who graduated from universities within the last 12 months or who will graduate within this academic year.

Job description

The primary responsibility of the Data Protector Support Engineer is to manage reactive customer cases to a satisfactory resolution. The work is generally in the areas of OpenView application software products. The Engineer has the full responsibility of technical support to our OpenView customers. On receipt of a service request the Support Engineer researches a solution through remote diagnosis, documentation and/or knowledge databases within agreed timeframes,. She/he will perform suitable information gathering, analytical troubleshooting and problem research, collaborating with other engineers as

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necessary.

Your Profile

- Degree in a technical/ scientific discipline
- Technical troubleshooting skills will be a strong advantage
- Analytical problem solving skills and trouble shooting experience
- Demonstrated excellence at teamwork, collaboration and knowledge sharing
- Fluency in English

Additional Valued Skills:

- IT Industry experience
- Customer Support and/or Account Management experience with demonstrated customer service soft skills
- Openview Data Protector knowledge
- Prior experience with hardware support
- Prior experience with multiple OS such as HP-UX, Solaris, MS Windows and Linux (optional)
- Fluency in additional languages

Working time: 5 working days a week (Saturday and Sunday included)

