

Customer Support Engineer

Job Tracking ID: RTL:21-095 A

Job Location: Sunnyvale, CA

Job Level: Mid Career

Level of Education: 2 year degree

Job Type: Full-Time/Regular

Date Updated: 04/07/2022

Years of Experience: 3+

Radford Job Code: 05141

Travel Requirement: Domestic

Compensation: \$55K - \$70K

Job Description

Kratos is a leader in assured aerospace communication solutions and services. We are cutting-edge innovators and creative problem solvers working collaboratively to solve our customers' toughest challenges. We are a trusted partner—driven by doing the right thing and achieving maximum success for our customers, our partners and ourselves.

Kratos is valued for our ability to design and deliver leading edge, resilient solutions for aerospace communication, control, awareness and mission success across a continuum of offerings—from commercial to tailored custom solutions and integrated programs. Customers trust us to stay relevant and know we are in it for the long-haul. We bring both the capability and confidence that our customers value and depend on. And, we always deliver.

Kratos has a great opportunity for a Customer Support Engineer

The Customer Support Engineer will work directly with KRATOS customers and will be the first line of service to follow customer inquiries/requests submitted via phone, email, or trouble ticket. This position is an essential part of the Kratos Customer Support group. The ideal candidate will ensure a high level of customer service which brings issues to resolution in a timely and efficient manner.

Job Responsibilities:

Provide technical support to KRATOS customers as part of the Kratos Support team.

Daily Interaction with customers via telephone, Web Portal, email, or VPN access to troubleshoot customer issues.

Customer Service attitude.

Excellent verbal and written communications.

Clearly identifying customer reported issues and perform initial assessment, gathering logs, configuration, and related information.

Responsible for creating, updating, resolving customer tickets.

Track and maintain constant communication with the customers from the beginning to the end of any established case, issue, or concern.

Responsible for escalating tickets as needed.

Provide periodic status on customer related issues.

Responsible for updating customer system configuration records.

Responsible for updating Support Knowledge Base and Troubleshooting Guides.

Ability to follow and/or provide written and oral step-by-step procedures.

Ability to establish and maintain effective working relationships with internal and external customers inside and outside the work group.

Use discretion and independent judgment when interacting with customers to provide assistance and advice as needed.

Responsible to ensure that the customer receives an adequate level of service with each concern or request.

Responsible for maintaining positive and loyal relationships between Kratos and its customers.

Assist with and lead software implementations for new customers.

Create troubleshooting playbook and helpful technical product documents as needed.

Benefits:

Competitive salary based on experience and education:

\$55K – \$70K

Work Environment:

The employee will likely be placed in an office. The work environment characteristics are representative of those of an employee encounters while performing essential functions of the job in a typical office/workstation situation. Able to work sitting or standing at desk and operate a computer via standard input devices such as using a keyboard and reading information on a monitor.

THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED BY INDIVIDUALS ASSIGNED TO THIS CLASSIFICATION. THEY ARE NOT INTENDED TO BE CONSTRUED AS AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES, DUTIES AND SKILLS REQUIRED OF PERSONNEL SO CLASSIFIED.

A REVIEW OF THIS CLASSIFICATION HAS EXCLUDED THE MARGINAL FUNCTIONS OF THE CLASSIFICATION THAT ARE INCIDENTAL TO THE PERFORMANCE OF FUNDAMENTAL JOB DUTIES. ALL DUTIES AND RESPONSIBILITIES ARE ESSENTIAL JOB FUNCTIONS AND REQUIREMENTS AND ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES TO PERFORM THIS JOB PROFICIENTLY. THE REQUIREMENTS LISTED IN THIS DOCUMENT ARE THE MINIMUM LEVELS OF KNOWLEDGE, SKILLS OR ABILITIES. #LI-RD1

Experience and Skills

Minimum Requirements:

Community College degree and/or three years of customer service experience in a related field, or any equivalent combination of training and experience.

Technical Knowledge:

Knowledge of Windows Server and Window Clients

Database Replication Concepts

Networking Concepts

Microsoft Office (Word, PowerPoint, Excel)

Troubleshooting skills and techniques

SQL Server knowledge/experience - Preferred

RF knowledge/experience – Preferred

Kubernetes knowledge/experience - Preferred

SDN knowledge/experience – Preferred

Kratos Products expertise (satID, MONICS, SAT-DSA) or similar knowledge/experience - Preferred

Job Benefits

Competitive salary based on experience and education:

\$50K – \$70K

Benefits:

Medical

Dental

Vision

Tax Savings Accounts (HSA / FSA)

Life Insurance

Short Term Disability

Long Term Disability

Employee Assistance Program

401k Savings Plan

Employee Stock Purchase Plan

Paid Time Off

Education Assistance Program

Medical

Dental

Vision

Tax Savings Accounts (HSA / FSA)

Life Insurance

Short Term Disability

Long Term Disability

Employee Assistance Program

401k

Employee Stock Purchase Plan

PTO

Education Assistance Program

Paid Holidays

Kratos Defense is an Equal Opportunity Affirmative Action Employer. EOE, Minorities, Females, Vet, Disabled, Sexual Orientation, Gender Identity or any other protected class.

All qualified job seekers are encouraged to apply. Kratos Defense is committed to America's veterans by providing opportunities for them to continue contributing after service to our nation. We also work to provide reasonable accommodations to individuals with disabilities.

EEO Is The Law

Disability Accessibility Accommodation

If you require an accommodation to navigate or apply to our careers site, please send your request to HRAccessibility@kratosdefense.com or call 858-964-2916. Any inquiries not related to requesting an accommodation will be discarded.

Pay Transparency

The company will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant.

Job Applicant Privacy Notice

For applicants in the EU and California residents, please review our privacy notice.

To Apply:

<https://kratosdefense.submit4jobs.com/index.cfm?fuseaction=85347.viewjobdetail&CID=85347&JID=335636&frame=1&source=Email>