

Senior Systems Test & Support Engineer

Position Summary

The Senior Systems Test and Support Engineer fills an important and integral role in the Operations group and is responsible for the development and deployment of test plans and procedures for all company enterprise-level products, as well as successfully handling all phases of quality assurance, including hand-on testing, system integration and product delivery. Providing valuable and responsive support to customers who have issues and questions related to the operation of company products is also an emphasis for this position.

Essential Functions

- Develop and execute test plans and procedures for all aspects of the product, including software, hardware, protocols and communications
- Develop test/automation and analysis tools
- Generate test reports, release notes and user documentation
- Define both testing scope and architecture with input from other engineers
- Address software issues and testing approaches with input from other engineers
- Troubleshoot and track system-level problems, including both company and customer elements
- Coordinate internal resources to identify solutions and/or work-arounds for system-level problems
- Assist in the development of product requirements based on operational experience
- Interact directly and positively with customers regarding product delivery and support
- Other duties, as assigned by supervisor/manager
- Professional, respectful attitude toward co-workers, clients, vendors and others

Knowledge, Skills & Abilities / Requirements

- Proven experience in successfully developing test architecture, plans and procedures
- Demonstrable experience in selecting appropriate test methodologies and their implementation
- Successfully developing and/or selecting appropriate test tools and their implementation
- Solid, direct experience with the following technologies:
 - UNIX/Linux; command line experience is required
 - Networking Protocols (TCP/IP, SS7, ISUP)
 - Some level of development experience needed (Shells, scripting, batch files, etc.)
 - RF/Telephony experience would be very useful (CDMA, GSM, UMTS, iDEN)
 - Location technologies in support of E911 and LBS Networks, AGPS, TDOA, RTT, MPC, PDE, SMLC
 - Some experience with relational database (Oracle preferred)
- Must be self-motivated, have a strong sense of personal ownership and be able to work with minimal supervision
- Must be flexible and adaptable, based on the needs of the business in the ever-changing environment within our organization

Education and Experience

- A minimum of 8 years experience as a Software or System Test Engineer in the wireless telecommunications industry
- B.S. in Electrical Engineering or Computer Science required, M.S. preferred

Physical Demands / Environment

Typically is seated at a desk or table in an office environment using a desktop or laptop computer, phone and other office tools and equipment; constantly uses head, neck, hands, fingers, arms and shoulders; must have good vision and hearing; often bends elbows or twists head/neck; occasionally walks, bends, twists torso, stoops and reaches; and carries, pushes or pulls items of 15 lbs. or less.

This full-time position is located at TechnoCom's office in Carlsbad, California.

Please submit your resume by e-mail (text, PDF or MS Word format) to STSE.job@technocom-wireless.com.