CUSTOMER SUPPORT ENGINEER

Cisco Support Center in Krakow

Company

Founded in 1984 by two computer scientists at Stanford University, California, Cisco has been pioneering the Internet Protocol-based (IP) network solutions that make up the Internet. Cisco supports not just the technology itself but what the Internet can do to change the way people work, live, play, and learn.
John Chambers, Cisco President and CEO, has made customer focus an essential part of the company's policy. "Customer success and satisfaction are at the heart of Cisco's business strategy and key drivers of our current and future success," he says.
Cisco sales teams are committed to giving the best value to customers and partners, through tailored, differentiated sales and services. The company sells products directly to customers, uses an extensive partner network, and provides award-winning technical support.
Cisco was founded on a culture of ethical principles, with values of open communication, empowerment, trust, integrity, and corporate philanthropy. Cisco employees live and work by these values today.

Learn more about Cisco at http://www.cisco.com.

Cisco as an Employer

Cisco is a stable, financially secure company with a substantial and sustainable record of profitable growth derived from innovative products and services. It has a globally recognized brand and image, and is a Fortune Magazine "most admired" company.
Cisco has an unrivalled record of commitment to diversity and inclusion, corporate citizenship, and ethical practice, and is rated by its employees for inclusion in Fortune Magazine's "Top 100 Companies in the World" for which to work. The company is known for helping people develop long-term international careers, and has market-leading products and solutions that touch our everyday lives.
Powered by Cisco, technology and innovation are changing the way that people around the world work, live, play, and learn:
● People are receiving faster medical care, thanks to networks that unite voice, video, data, and healthcare systems
● Cisco wireless communications solutions and security technologies allow people to work more flexibly and securely
● Communications systems in ambulances are transmitting patient information to hospitals, speeding the provision of care
● People are communicating and accessing the Internet beyond the boundaries of corporate networks, knowing they are protected

Cisco Culture

Cisco has a flexible culture of empowerment, teamwork, giving back to the community, and focusing on customer success. The company hires the best people in their field and brings them together in

an environment designed to help everyone achieve success. Your colleagues will inspire, challenge and support you; you will learn from them, and they will learn from you.

[Case Study] A Day in the Life of a Customer Support Engineer

9:00 "I have just arrived at the office and am looking at my agenda for today - at 16.00 I have to attend a technical meeting delivered by our Technical Expert about the upcoming version of SW that is being launched in the market next month. I also have to plan in some time to play around with the SW before next month to make sure that I am ready when it goes to market.

"I am on shift this afternoon 13.00 to 16.00 so I have to work on my unsolved Service Requests (SR) this morning. I have one SR which requires a reproduction in the lab so I am going to ask the lab team to set it up for me and I will configure and test it when it is ready. Another of my SRsrequires that I contact the customer to get more details about the conditions of the problem and either ask him to perform some tests and get traces, or give me access to do it on myself. I need to do some searches in our database as it looks like a bug and maybe somebody has already found something similar and the solution is documented.

"I have a couple of other cases for which I am waiting for feedback from the customer about the solution I provided. If I have some time before lunch I'll give them a call to see if everything is resolved and I can close them. One of them was really tricky and took me several weeks to narrow down the root causes, but I must admit that I felt really good when I called them with the real root cause and a good solution for their network. The partner who escalated to TS was really impressed.

13.00:"Having gone over all the SRs I have had on my list and ensuring they are under control, I will continue on them tomorrow. Now I have to be available for the new Service Requests arriving. I take an SR and look at the notes with the problem description. The first looks interesting as the partner has already done a lot of the troubleshooting so I'll take a bit of time to analyse all the traces and logs that she provided before drawing any conclusions. There is another SR coming in for me which means that I will have to look at the specs for the product as from the e-mail it seems that the equipment is behaving strangely in this situation, and not as I think it should do. I will review what should be the exact path of a packet and will narrow it down before requesting some traces.

"The phone rings - we have a 'network down' situation and the Severity1 line is ringing. I will take the call and see how I can help. Often there is more pressure involved in the Sev1 cases but because the technical issues are identical to other cases I am not worried about it. I remain calm and focus fully on it until is solved and usually we get a solution pretty quickly. In the worst case, if the problem still isn't solved at the end of my business day, I call my colleague in America I update him on what I did and the action plan that I have proposed so he can take the SR and continue from that point with the customer."

16.00: "My 'network down' SRis now solved, the other 3 SRs I took this afternoon have their initial analysis, and I will continue with them tomorrow. Now I will go and learn something new at the tech meeting. I really like the bi-weekly tech meetings and the opportunity to keep developing my skills - I have also presented on topics myself before and these proved to be useful for the team."

17:30: "The presentation took a bit longer than expected as we asked a lot about possible strange cases that the Expert hadn't prepared for and we had to analyze them on the fly together. It was really stimulating and I am eager to try the new SW myself and learn it inside out before the first customers call in.

"Before I go I see here a couple of emails from my customers which I answer quickly. Tomorrow will be another interesting day with issues to solve and things to learn…I really enjoy the intellectual challenges of this job!"

Future Career opportunities

For Cisco, People Development is a high priority.
In the Technical Services organization this means that there are quarterly follow up meetings between each CSE and their manager and the short and long term development plan is always on the agenda to ensure that people grow in their current role or towards other roles.

What your career inside Cisco might involve: -

Becoming highly specializedin one technology in TS. You can achieve this by increasing your technical knowledge to a very high level which will enable you to be able to support other CSEs in the team, work with high profile customers providing technical support or other specific advanced services deliverables together with other Cisco organizations peers. You can become a key player able to have influence at a world-wide level for that technology.

Becoming specialized in another technology as CSE.It is possible to learn other technologies and expand the knowledge by working on these as a CSE in a new team.

Becoming CSE in another Cisco TS location world-wide. By getting to specialist level in a technology often those skills are appreciated in other TS sites around the globe and you may have the opportunity to work for Cisco TS in a different region or country.

Becoming a High Touch Technical Support engineer: for one or a few of our High Touch Customers, learning the technologies in their networks and being the first point of contact for any post-sales technical issues related to that customer.

Becoming Manager in TS. In partnership with your technical expertise you may develop skills in the leadership area or the Project Management area and gain promoted to positions like Duty Manager, Project Manager or Team Manager.

In other Cisco organizations: -
The TS CSEs are always highly qualified engineers very valuable in other Cisco organizations. Opportunities outside TS are very broad and are highly dependent on the skills developed by CSEs. Below are some of the positions taken by TS CSEs outside TS in different countries: -
- Network Consulting Engineer in Advanced Services
- Systems Engineer (Pre-Sales)
- Technical Marketing Engineer

- Escalation Engineer in a Business Unit
- Software Developer in a Business Unit

Details of Employment and remuneration package

1. Successful candidates will be based in Krakow (Poland)

2. Upon joining TS at Cisco you will receive:

   - technical training in Krakow
   - A mentor assigned to guide you while learning the role
   - Structured gradual integration plan for the following months
   - Necessary equipment to perform you role as CSE: laptop, home adsl, ip phone and router for home work in emergency situations

3. The remuneration will be fixed and non-negotiable. The base salary and bonus package is highly competitive with the current market-rate for similar positions within this industry.

4. Benefits packages will also include the following categories of benefits: -

Salary	▪ Base salary plus Bonus [Company and Individual performance related]
Insurance	▪ Life insurance ▪ Long-term disability cover
Medical	▪ Private medical care with one of reputed medical services providers
Cisco Global benefits	▪ Employee share purchase scheme ▪ Employee discount program ▪ Global assistance and emergency services
Accommodation/ relocation	▪ 1 week accommodation in Krakow for the new hires moving from other countries