Customer Support Engineers

October, 2011

The Cisco Support Center in Krakow

In an effort to understand the available capabilities and resources offered in particular countries, Cisco continuously evaluates potential sites for worldwide support operations. As part of these activities, Cisco is planning to establish a center in Krakow, to support customers across its Europe, Middle East, Africa, and Russia (EMEAR) region and beyond. The Cisco Support Center will complement existing locations in providing services to internal and external stakeholders across multiple functional groups, including Cisco Services, Finance, and Operations.

The Company

Founded in 1984 by two computer scientists at Stanford University in California, Cisco has been pioneering the Internet Protocol-based (IP) network solutions that make up the Internet; from the first bit sent over the Arpanet to the video streaming we experience on YouYube and other websites today. Cisco technology supports what the Internet can do to change the way people work, live, play, and learn.

John Chambers, Cisco President and Chief Executive Officer, has made customer focus an essential part of the company's policy. He says: "Customer success and satisfaction are at the heart of Cisco's business strategy and key drivers of our current and future success."

Cisco sales teams are committed to giving the best value to customers and partners, through tailored and differentiated sales and services. The company sells products directly to customers, takes full advantage of an extensive partner network, and provides award-winning technical support.

Cisco was founded on a culture of ethical principles, open communication, empowerment, trust, integrity, and corporate philanthropy, and 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 leading-edge products and services. It has a globally recognized brand and image, and is a Fortune "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. Cisco is known for helping people develop long-term international careers, and has market-leading products and solutions that touch our everyday lives.

Technology and innovation, powered by Cisco, are changing the way that people around the world work, live, play, and learn:

- People are receiving faster medical care, through networks that unite voice, video, data, and healthcare systems
- Cisco wireless communications solutions and security technologies allow people to work more flexibly, while helping to ensure the security of their business and personal information
- Advanced communications in ambulances are transmitting patient information to hospitals, speeding the provision of care to patients
- Employees are going beyond the boundaries of corporate networks, knowing they are protected, wherever they do business over wired or wireless networks.

Cisco Culture

Cisco has a flexible culture of empowerment, teamwork, giving back to the community, and focusing on customer success. Cisco hires the best people in their fields, and brings them together in an environment designed to help you and the company achieve success. Your colleagues will inspire, challenge and support you; you will learn from them and they will learn from you.

Opportunities

Some of the initial opportunities in the Cisco Support Center are in the Technical Services organization.

Technical Services:

This team of world-class technical experts has a primary focus to help customers deploy and operate their networks effectively, while delivering the best possible customer experience. Their success is validated through outstanding financial results, increasing customer satisfaction metrics, industry recognition, and employee satisfaction scores.

With several sites around the world, Cisco Technical Services use a "follow the sun" model to serve customers and partners on a 24-hour basis. This means that each region supports worldwide customers during the local business hours of the region. At the end of their day, they pass the critical issues on to the next region, which can continue to work with customers for the following hours.

Technical Services provides an excellent environment for learning and development. While focusing on solving technical customer issues that Cisco partners and customers cannot solve, it also helps ensure that there is a proper environment for continuous learning, through regular training, mentorship, and working with top engineers. The structure of Technical Services allows working on critical issues with the committed support of a complete team around Customer Support Engineers.

Cisco seeks Customer Support Engineers, Customer Support Engineers - Technical Experts (CSE-TE) and Technical Support Managers to join some of the industry's brightest minds in developing and deploying today's most advanced Internet technologies. In these roles, you will gain insight on the detailed functionality of Cisco products, and partner with all distributed elements of the service chain.

Customer Support Engineers

The ideal Customer Support Engineer (CSE) candidate demonstrates an aptitude and appetite for learning new technologies, evidenced by the ability to expand upon core knowledge and specialize. This is a great opportunity for someone with perseverance, an empathetic view of the customer and good customer relationship management skills. He or she can enhance their skills and advance their career, by providing value to customers in the form of current and future types of post-sale services.

Scope of Responsibilities Assigned to the Position:
- Works for worldwide customers within his or her own team or with other Cisco teams to solve problems and enhance future products with senior engineer supervision
- Solves reported product and network problems of moderate complexity
- Effectively uses databases of existing issues, debugging tools, and simple or moderate lab simulations, to analyze problems and identify solutions with a high level of customer satisfaction
- Provides basic systems and product training, plus intellectual property material

- Keeps up-to-date with the latest technology products, to provide high-quality support in current and future types of support services

Desired Qualifications and Personal Skills:
- Bachelor's or Master's degree in engineering (Computer Science, Electrical Engineering)
- Two to four years of related experience, preferably involving customer exposure
- Good technical foundation in networking (CCNA equivalent level or above)
- Other technology or product knowledge, experience, or certifications in voice, security, routing, switching, Microsoft, and Linux are highly desirable
- Ability to communicate in English effectively, both verbally and in writing; knowing other languages would be highly desirable
- Passion and demonstrated ability to learn and work in a multicultural team environment
- Ability to strive to achieve goals with limited supervision
- Analytical skills

Other
- The location of this role is Krakow (Poland)
- Projected start dates are April 16, 2012 or May 7, 2012

A Day in the Life of a Customer Support Engineer

8:00 a.m.: "I have just arrived at the office and am looking at my agenda for today. At 3.00 p.m., I have to attend a technical meeting delivered by our Technical Lead about the upcoming version of software (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 12:00 p.m. to 3:00 p.m., so I have to work on my unsolved Service Requests (SRs) 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 SRs requires 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 several other cases for which I am waiting for feedback from the customer about the solution I provided. If I have time before lunch, I will call them to see if everything is resolved and I can close their cases. One of these cases was really tricky, and took me several weeks to narrow down the root causes. However, 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 the case to Technical Services (TS) was really impressed."

12:00 p.m.: "Having gone over all the SRs I had on my list and making sure that they are under control, I will continue working on them tomorrow. Now, I have to look at the queue, where the new SRs are 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 will take time to analyze 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. From the email, it appears as though the equipment is behaving strangely in this situation, and not as I

think it should. 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 Severity1 cases, as they are more stressful. However, 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 quickly. In the worst case, if the problem still is not solved at the end of my business day, I call my colleague in the United States. 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."

3:00 p.m.: "My 'Network Down' is now solved. The other three 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 bi-weekly tech meeting. I really like these 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."

4:30 p.m.: "The presentation took a bit longer than expected, as we asked a lot about possible strange cases that the expert had not prepared for and we had to analyze them together. It was really stimulating, and I am eager to try the new software myself and learn it inside out before the first customers call in."

"Before I leave for the day, I see several 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."

Benefits

Do You Think This Opportunity is for You? Are You Ready for the Challenge?

Cisco offers a full integration program, including a variety of classroom learning sessions, hands-on labs, and on-the-job learning, where you will have the opportunity to specialize. This program is followed by a gradual integration into the role, with support from senior peers during the following months. Ongoing training, coaching, a range of development opportunities, and an attractive compensation package are also provided. You can reach high at Cisco.

Integration Program for Customer Support Engineers
Phase I:
The first two months in Cisco Technical Services, you will spend 100 percent of your time training to increase your knowledge in the selected technology area, as well as developing the troubleshooting and professional skills needed to be a successful CSE. All technical trainings include theory, labs, and hands-on exposure, and are delivered by experts in each area.

Phase II:
Once the work starts, you will receive:

- Gradual ramp-up of work over the following three months.
- Mentorship from seniors to provide guidance on technical and non-technical aspects.
- Additional training courses, so you fully benefit from your initial experience and develop your technical and professional skills. The specific training courses depend on the technology domain you work on, and will include standard professional courses, such as a four-day Kepner Tregoe Analytical troubleshooting class
- Support in different ways to pass the Cisco Certified Internetwork Expert (CCIE) Theoretical and Lab Exams:

- Access to the necessary lab equipment and literature
- Preparation time to study and practice before the Lab Exam
- Guidance sessions from peers on how to prepare for the CCIE Exam

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. Both the short-term and long-term development plans are always on the agenda, to help ensure that people grow in their current role or towards other roles.

Your career inside Cisco might involve:

Becoming highly specialized in one technology in Technical Services. You can achieve this by increasing your technical knowledge to a very high level. This will help enable you to support other CSEs in the team. You will work with high-profile customers providing technical support or other specific advanced services deliverables together with other Cisco organization peers. You can become an important player, able to have influence at a worldwide level for that technology.

Becoming specialized in another technology as a CSE. You can expand your knowledge by working in a new team.

Becoming a CSE in another Cisco Technical Services location worldwide. By moving up to a specialist level in a technology, often, those skills are appreciated in other Technical Services sites around the world. You may have the opportunity to work for Cisco Technical Services in a different region or country.

Becoming a highly involved Technical Services engineer for one or several Cisco customers. You will learn the technologies in their networks, and be the first point of contact for any post-sales technical issues related to that customer.

Becoming a manager in Technical Services. Along with your technical expertise, you may develop skills in the leadership or project management areas, and be promoted to positions such as Duty Manager, Project Manager, or Team Manager.

In Other Cisco organizations:

The Technical Services CSEs are always highly qualified engineers who are very valuable in other Cisco organizations. Opportunities outside Technical Services are very broad, and are highly dependent on the skills developed by CSEs. Below are some of the positions taken by Technical Services CSEs outside of this group 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 Technical Services at Cisco, you will receive:

   - Eight weeks of 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, including laptop, home ADSL line, IP phone, and router to use to work at home 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 coverage
Medical	• Private medical care with one of the reputed medical services providers for Cisco
Cisco global benefits	• Employee share purchase program • Global assistance and emergency services
Accommodation/relocation	• One-week accommodation in Krakow for new employees moving from other countries

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