

## APPLICATION ENGINEER - ORLANDO, FL

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**Bogen Communications, Inc.**, develops, manufactures, and markets telecommunications peripherals and sound processing equipment. Bogen sells products to commercial, industrial, professional, and institutional customers worldwide, and was founded over 80 years ago. Please visit our website at: [www.bogen.com](http://www.bogen.com)

### Overview of Position:

A Bogen's Application Engineer, is responsible for providing high level technical support to Bogen's dealers and end users, which may include troubleshooting support at different layers of the OSI model. This position interfaces with internal Bogen departments, dealers, and end user's IT departments. This position has a direct impact on the resolution of complex network trouble situations. Your goal will be to deliver an industry leading, best-in-class experience to our customers across all Bogen's brand. If you enjoy the challenge of being part of the latest in IP networked audio & communications technologies, we'd love to talk to you! Bring us your passion your experience and best practices in customer technical support, and together we'll work to not just satisfy, but delight our customers.

### Essential Job Functions:

- Work with other departments on problem resolution to ensure the customer is satisfied with the outcome, and that the proper corrective action is taken internally
- Support application protocol troubleshooting to academic & general business networks, both at private and public locations
- Troubleshooting circuit degradation issues including utilization and latency problems, layer 2 issues, problem & fault isolation
- Ability to effectively communicate with customers and others in a repair situation
- Assist with occasional security incident research and reporting: malicious network activity mitigation, IP Spoofing prevention measures, DDOS and NetFlow monitoring.
- Comprehensive monitoring and alarming of infrastructure components
- Effectively manages customer expectations (status and clear description of activities)
- Initiate internal escalations on customer's behalf and provide follow up
- Create, prioritize, solve, and document trouble incidents which summarize the customer's issue
- The ability to work off hours and on call during special events.

### Desired Knowledge, Skills, Experience and Education Requirements:

- Excellent people, analytical, and problem solving skills.
- Must be customer oriented, skilled in teamwork and collaboration, and be adaptable and innovative.
- Strong verbal, presentation, and written communication skills.
- Strong experience with LAN / WAN, ISP internet connections, security and firewalls (PIX/ASA/VPN) with strong IP protocols knowledge (IP addressing schemes and host configuration, TCP/IP, ARP, DHCP, DNS, OSPF, BGP, NAT, NTP, RIP, etc.), and configuration of commonly used network bridges, switches & routers, and strong experience with port forwarding and filtering.
- Experience in implementing QoS in layer 2 & 3 environments.
- Experience with PBX, call center and other telephony systems (including FXO, FXS, PRI, etc.).
- Expert knowledge and experience in unified communications using IP telephony platforms with VoIP, SIP, SIP Trunks, Multicast, RTP, ICE, STUN and TURN.
- A high level knowledge of Routing Protocols: BGP, VPLS, OSPF, MPLS, and ISIS very helpful.
- BS in Computer Science, IT, Engineering or related discipline preferred.
- Proficient in MS Office 365, including Project.
- SAP Business One experience is a plus.
- A minimum of 3-years of experience in technical support.
- The ideal candidate would have strong hands on experience in an integration environment
- Candidates familiar and experienced in Bogen Paging System and Engineered System installation and implementation is a strong plus.
- Demonstrated proficiency with trouble ticketing applications as well as other internal tools
- Ability to work independently with minimal supervision
- Ability to manage multiple tasks on time

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**Measures of Performance:**

- Effectiveness and Efficiency Metrics
  - Customer satisfaction
  - Resolution in one contact
  - Design Service: turnaround time, conversion rate, repeat customers
  - Contribution to the overall Bogen customer experience.
  - Quality of oral and written communications.
- Personality- Self-driven, results-oriented with a positive demeanor. A clear focus on high quality service. Able to think things through. Reliable and determined. Empathic communicator, able to see things from the other person's point of view. Well-presented and businesslike. Responsible and accountable. Able to get along with others and be a team-player. Ability to build rapport with internal and external customers. Ability to prioritize and multi-task in fast paced environment.
- Personal Situation- Able to commute reliably to office base. Able to work extended hours on occasions when required. May need to travel if required to other Bogen sites.
- Specific Job Skills- Able to communicate effectively and efficiently with customers via phone, in writing or in person. Understands the principles of Quality Customer Service. Must be able to read, write, and speak English.
- Work Environment- The work is typically performed in an office/cubical environment.
- Physical Demand- The work is typically performed sitting at a desk with intermittent standing and walking. The team member occasionally lifts

*Please Note: The above specific examples are not intended to be all-inclusive. Rather, they represent the typical elements and criteria considered necessary to perform the job successfully. Other job-related duties may be assigned by the team member's supervisor. This description is subject to change without notice.*

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**Location:**..... 3862 Quadrangle Blvd., Suite 150 • Orlando, FL 32817

**Hours:**..... Normal working hours are 8:30am to 5:00pm EST (subject to change), Monday-Friday  
Earlier hours, weeknights and/or some weekends may be required by management.

**Travel:**.....Some domestic travel may be required.

**Telecommute:**..... N/A

**Compensation:**..... Competitive starting salary & generous Benefits: Medical, Dental, Vision, Life, & 401k

Please email resume & salary requirements to: **estoffer@bogen.com**. Only qualified candidates will be contacted.

**BOGEN**  
**COMMUNICATIONS, INC.**  
www.bogen.com