DELL MONTPELLIER IS RECRUITING

JOB OFFER: ENTERPRISE TECHNICAL SUPPORT ANALYST

Responsible for delivering customer satisfaction and technical support in his/her functional group by:   
•Providing telephone/email/chat and remote diagnostic technical support of servers, storage, switches, routers, blades and various software applications  
•Answering questions about installation, operation, configuration, customization, performance, and usage of assigned products  
•Applying diagnostic techniques to identify problems, investigating causes and recommending solutions to correct failures  
•Actively supporting the customer during the escalation process in all aspects through to problem resolution  
•Engaging necessary support staff to resolve escalations in as short a timeframe as possible  
•Documenting problems in the support solution database for diagnostics and solution implementation  
•Providing basic remote deployment, maintenance and consulting services  
•Verifying warranty entitlement and determining appropriate action  
•Championing a customer-focused service delivery  
•Driving case ownership and management for first time fix on all service calls  
•Driving and sustaining improvements in customer satisfaction and all quality metrics  
•Contributing to and maintaining adherence to Policies, Procedures and Standards  
•Ensuring Warranty cost control and optimization  
•Remains knowledgeable of Dell's product line, processes, policies, current industry products and technologies  
  
Spanish & English Fluent  
- Can demonstrate clear, concise troubleshooting skills  
- Strong evidence of a customer focused approach  
- Multitasking skills and team working ability  
- Positive outlook, flexible and adaptable  
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- 3 to 5 years experience providing advanced server hardware support, ideally to a high end customer base  
- Minimum 3 years Enterprise solutions experience  
- Excellent knowledge of server hardware (namely SCSI, ISCSI, RAID, switches)  
Excellent working knowledge of at least one of the following: Windows Server, Linux Redhat, Clustering  
- Knowledge of storage hardware DAS-NAS-SAN (including Fibre channel, clustering, tape back-up units, Blades)  
- Knowledge of Powerconnect/switch  
- Knowledge of VmWare/virtualization  
- Knowledge of Backup sotwares  
- Basic working knowledge of systems management  
- Industry certifications : MCSA, VCP, CCNA, RHCSA or higher

WHAT ABOUT DELL MONTPELLIER?

Dell Montpellier is the Headquarter for the Southern Europe Activity and works closely with the Parisian office for the French Market.

Dell Montpellier in a few figures:

* 1100 employees
* 33 years old is the average age of Dell Montpellier employees
* The Spanish and Italian teams are also represented at Dell Montpellier
* 70 trainees and apprentices are part of the Dell family in Montpellier

Dell Employee Resource Groups

Within Dell Montpellier you will be able to join one of our diversity group:

* WISE: Women In Search of Excellence

100 Dell employees carry out actions in terms of gender equality within Dell Montpellier in order to attract more female talents

* True Ability

Group focused on disability issues. The main focus is to explain what a disability is and how to encourage employee in the different steps of disability recognition.

* Pride

The group focuses on sexual orientation and how to propel mentalities on that topic and makes sure to create a safe work place for the LGBT community within Dell Montpellier.

The Pride group also participates in actions towards the LGBT community to make sure Dell is recognize as a Gay friendly brand.

* Powering the Possible

Via the program Powering the Possible, everyone is encouraged to devote some of his time to charitable causes such as: The blood donor campaign.

Montpellier is the capital of the Languedoc-Roussillon region. Montpellier is the 8th largest city of France and is the fastest growing city in the country over the past 25 years. Approximately one third of the population is made of students from the multiple universities in the city.

Located on the south coast of France on the [Mediterranean Sea](https://en.wikipedia.org/wiki/Mediterranean_Sea), it is the third-largest French city on the Mediterranean coast after [Marseille](https://en.wikipedia.org/wiki/Marseille) and [Nice](https://en.wikipedia.org/wiki/Nice).

Montpellier has a Mediterranean climate meanings that the weather is very nice in the winter and hot and sunny in the summer.

Montpellier is only at 3h30 away from Barcelona by car and 1h30 by train.

Apply at [Kevin\_Valencia@DellTeam.com](mailto:Kevin_Valencia@DellTeam.com)