SIOS

Product Support Engineer Intern

Technical Support · Columbia, South Carolina

The Product Support Engineer Interns will get hands-on experience with customer issues with installation, configuration, operation and management of the SIOS solution. Assisting the product support engineering team, the Product Support Engineer Interns will draw upon their problem solving, critical thinking, and technical skills to analyze and resolve customer challenges, develop best practices, as well as ensure customer success. Our R&D office is located at Innovation Center on the University of South Carolina campus (Columbia, SC).

Key Duties and Responsibilities:

- Provide day-to-day support to customers with valid support contracts to ensure that customer expectations are exceeded.
- Identify, troubleshoot, and resolve issues reported.
- Enter issues into the Help Desk system, and update status as it changes.
- Update and maintain self-service documentation on common fixes.
- Work on special projects as assigned by Director, Product Support Engineering.

Education/Qualification Requirements:

- Undergraduate or graduate students with two years or less left to graduate in Computer Science, Information Science, Software Engineering, or similar field.
- Cumulative GPA of 3.0 or higher
- Strong communication and presentation skills
- Availability to participate for the duration of the Internship Program for 20hours/week during academic semesters and 30 - 40 hours/week during summer.
- Attention to detail is a must.

Apply at the link below.
https://us.sios.com/about/careers/

If you have any questions, comments, or concerns please do not hesitate to contact me.

Thanks in advance.
--
Trey Isaac
Product Support Engineer
Intern Supervisor
SIOS Technology