

Support Engineer

Grandstream Networks, Inc. is one of the top designers and award-winning manufacturers of innovative, high quality and mass-affordable IP telephony and IP video products for broadband networks. Grandstream has been growing rapidly during the past 5 years. We are looking for energetic Computer Science or Computer Engineering related field students or professionals to join us to accelerate our continued growth and success in the market.

QUALIFICATIONS:

- Possess knowledge of TCP/IP such as DHCP/DNS/HTTP, routing protocols such as ARP/RIP.
- Taken courses related to C/C++/JAVA, or script Perl/PHP/Shell in Linux/Unix with popular computer operating systems (UNIX, Windows).
- Web application or web programming knowledge is a plus.
- Understanding of network sniffing tools is desired.
- Understanding of real-time communication protocols such as RTP/RTCP and knowledge of VoIP protocols is a plus.
- Ability to communicate (Read, Write and Oral communication) with customers in foreign cultures is a big plus.
- New graduates with Bachelor Degree in Computer Science/Computer Network Engineering preferred.
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RESPONSIBILITIES:

- Work with development engineers on analyzing the reported bugs and conduct functional test against interim bug fixes.
- Work with senior test and support engineers on test plan, test cases and test procedure, conduct test independently and generate test report and bug report in the lab or SOHO environments.
- Maintain client server applications and develop new applications.
- Sustain and support company IT infrastructure such as IP PBX, SIP Proxy, Shipping and Customer Support System.
- Support major customer's inquiries regarding product, and resolve their issues regarding product, via email or phone calls.

We offer competitive salaries and excellent benefits. The office is conveniently located in Brookline, MA. Please email your resume to hr@grandstream.com