

**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, and IP Surveillance products for broadband networks. Grandstream has been growing rapidly and profitably with average compound annual growth rate (CAGR) of 3-digit in sales during the past 5 years. We are looking for energetic Computer Science or Computer Network 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.
- Understanding of real-time communication protocols such as RTP/RTCP and knowledge of VoIP protocols.
- Web application or web programming knowledge is a plus.
- Understanding of network sniffing tools is desired.
- New graduates with Associate or Bachelor Degree in Computer Science/Computer Network Engineering preferred. CCNA or CCNP certification is a plus.

### **RESPONSIBILITIES:**

- Support customer with regard their product, and resolve their issues regarding product, via ticketing system, email or phone calls.
- Conduct remote or lab test to reproduce customer issues, and file bugs accordingly. Work with development team to verify their fixes for the bug reported.
- Work on product documentation, such as User Manuals, FAQs, White papers, etc.
- Conduct training webinars or seminars to our channel customers, or reseller customers. Engineers may create training materials and distribute to customers.
- Some travel need for supporting customer onsite, and work with marketing, attend trade shows.
- Minor IT support, such as installing some applications, or troubleshoot office networks, etc.