## Business Overview

Cisco Services (Customer Advocacy) – We know that the network aligns better when services, together with products, create solutions that align to needs and opportunities. Customer Advocacy employs a collaborative methodology that joins the forces of Cisco, its skilled network of partners and customers, to ensure we deliver the best team results that intelligently enable networks, applications and the people who use them.

## The role

Customer Support Engineer (CSE)

## Summary of the opportunities

The Customer Support Engineer position is part of Cisco's Technical Assistance Centre (TAC) which is the focal point for resolution of customer technical issues.

With over 1000 skilled engineers, of whom 450+ are CCIE certified, TAC engineers work on complex networking problems requiring strong analytical, problem solving, engineering and communication skills. Within this high impact environment, you will directly contribute to the success of Cisco's customers in deploying and utilising the latest cutting edge networking technologies.

As a Customer Support Engineer, based in one of our TAC Centers in either Brussels or Reading, your main responsibility will be to provide technical support for Cisco's products to customers and partners via the telephone and/or through e-mail. Your expertise, combined with the knowledge and support of our team environment will enable you to deliver fast, effective solutions to complex customer issues. This challenging environment offers you the opportunity to develop your knowledge and skills through Cisco's model of education, experience and exposure.  You will work with Cisco customers, Cisco Partners and other Cisco team members as part of your working day as a Customer Support Engineer.

Opportunities in Cisco Technical Services start in summer 2008. You must be eligible to live and work in Belgium or the UK without sponsorship or a visa from Cisco.

To find out more about these opportunities, please visit
**www.cisco.com/go/ciscograds**