

# Support Engineering Lead



## The Company

Would you like to be part of the team that created “the most impressive product attached to a TV this decade”? Do you want to work at the place that “revolutionized the way entertainment is delivered”? Would you like work on the product that the New York Times called “better than any other”?

Roku’s innovative and best-selling digital video player is just the beginning. Roku is delivering on the future by bringing the promise of Internet-delivered media into the living room today.

For more information, visit [www.roku.com](http://www.roku.com).

## The Role

We are seeking a highly motivated Support Engineering Lead to represent Roku customers and be the liaison between Technical Support and Engineering. The ideal candidate must have a thorough grasp of testing methodologies, for embedded devices and be experienced in all aspects of the software development cycle including test execution, troubleshooting and reporting. As a key member of Roku’s software engineering team this person must be a highly motivated individual with excellent communication skills.

## The Responsibilities

- Maintain and improve the communication flow between Tech Support and Engineering
- Respond to escalation issues in a timely manner
- Attempt to reproduce technical issues being reported by customers to determine root cause
- In some cases contact customers directly to help troubleshoot critical problems
- Procure any devices required to help troubleshoot issue
- Work with developers and QA to investigate problems
- Document steps taken to provide support and solve issues
- Publish weekly status/reports tracking top issues
- Train technical support staff of upcoming releases/features

## The Requirements

- At least 5 years of experience in software support
- Experience providing support remotely and debugging software issues
- Strong skills troubleshooting home networks and WiFi networked devices
- Experience working with internet connected, set-top boxes
- Experience with streaming audio and video
- Experience with Microsoft/Windows environment
- Independent problem solving, self-direction and multi-tasking ability
- Ability and motivation to learn quickly and with minimal support and guidance

- Excellent verbal and written communications
- BS, BE or equivalent

