



T1/T2 Support Engineer

Our Support and Services Team is looking to hire a T1 or T2 Support Engineer in Indianapolis, IN. The T1 or T2 Support Engineer will help support our post-sales Scale customers. We believe in best-ever experiences from the inside out - so this means we're looking for an approachable, friendly candidate who will love their co-workers as much as we love them.

Great candidates will look like this:

- Enjoy troubleshooting and problem-solving analytically
- A team player who can work well within the team and collaborate cross-functionally, especially in a remote environment
- An excellent communicator who is efficient and effective with customers and colleagues via web conference, in email, and in-person
- A motivated self-starter who thrives on prioritization and follow-through
- Passionately creative in mindset, and has the ability to adapt quickly to evolving business needs

Responsibilities

- Support our Hyper-converged computing clusters for Scale Computing end-users, partners, and other customers
- Troubleshoot and problem-solve analytically
- Answer inbound customer calls and incoming customer cases
- Responsible for quick and timely resolution of cases from our Scale Customers
- Self-education on Scale architecture and methodology
- Provides excellent customer service to EVERY internal and external customer

Requirements

- A BS degree in a technical field, or equivalent work experience is required
- Minimum of 1 year of experience in a technical support organization and product specific training related to networked storage products is required
- A strong technical background
- Diverse exposure and understanding of a variety of operating systems, virtualization platforms, and understand the interaction of the differing layers of technology (Network, storage, etc.)
- The employee will also have organizational discipline and professional communication skills

Other useful skills/experience

- Technical knowledge and experience in the following: virtualization (mainline hypervisors), operating systems troubleshooting, IP networking, and storage technologies, both direct and NAS/SAN
- The candidate should also have a comfort level at a command line, and a working knowledge of Linux, particularly how to navigate when logged in to a Linux host, perform diagnostics using Linux commands, execute scripts, and log analysis
- Experience troubleshooting clustered systems and clustered file systems is a plus

- Exceptional customer management and communication skills, both verbal and written, as required to understand customer needs and ensure clarity on status of technical problems
- Experience with one or more Case Management systems is a plus

Compensation

- Competitive, based on experience
- Health Insurance: Vision, Dental and Medical (HDHP & PPO options)
- PTO & paid Company holidays

This is a full-time, permanent position and may be remote or based out of our downtown Indianapolis HQ.

If you've reached this point in the job description and feel you're still not sure if you should apply...Just do it! We know there are no perfect applicants. You may not have 100% of all those bullets listed above - and that's okay. If you're feeling like you're not going to fit in with our teams - you'll be surprised. We're one Scale Computing which means however you identify and whatever background you bring with you, we encourage you to submit an application if it's a role you can be passionate about doing every day. Please send your resume, with the job title in the subject line to careers@scalecomputing.com.

Scale Computing, Inc. is an Equal Opportunity Employer. Individuals seeking employment at Scale Computing, Inc. are considered without regard to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.

About Scale Computing

Scale Computing is a global business with offices around the world, thousands of customers, and countless applications running on our industry-leading HC3 platform. We enjoy this success because we have made a conscious effort to build this company amazing person by amazing person – could you be the next to join us as the newest Scaler?

Scale was founded on the belief that transparency, and collaboration create a culture of ownership, success and empowerment; more empowered employees are more productive employees. At Scale, we build empowerment through diversity and our core values of: Integrity, Innovation, Collaboration, Success, and Fun.

We are an “all killer, no filler” organization and believe everyone has an important role. We look for highly-motivated, smart, fun people to fill those roles. If working with other amazing people, to help us build a wildly successful company, sounds like fun to you, we'd love to hear from you.