



Technical Customer Support Engineer

Fast. Dynamic. Energetic. Honest. These are just a few of the words used to describe the culture in the Scale Computing offices around the world. Our employees are intelligent, enthusiastic, entrepreneurial, and they actively create the vision that is Scale Computing.

Our support team is world-class and being a part of this team means being a part of an epic and amazing team.

Duties:

Technical Support Engineers will support our Hyper-converged computing clusters for Scale Computing end-users, partners, and other customers. The employee will be a member of the technical support team and will be responsible for resolution of cases from Customers. (This is a customer-facing position, not a development position)

Support cases are logged by the Scale Computing customer base via our web portal, chat, direct calls, and ticketing system. Technical Support Engineers interact directly with the customers to work towards resolution. As a technical support team member, you will be empowered to solve a variety of problems and act as the first...and last line of contact for our customers. Our world-class Net Promoter Score is a direct result of an amazing product, and an amazing team.

Being able to both troubleshoot and problem-solve analytically, as well as working in a team environment to expedite resolution is vital. We strive for case resolution with the original case owner to ensure our customers have an amazing experience.

A successful support team member will have a strong technical background, and have a 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.

Qualifications:

A BS degree in a technical field, or equivalent work experience is required. Minimum of 2-5 years of experience in a technical support organization or equivalent experience is required.

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.

Must possess a positive attitude! This is a fun environment and we want to make it a fun job with fun people.

This description may not contain all essential functions of the position. Scale Computing strives to comply with all the requirements of ADA and reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Technical/professional knowledge preferred:

- Experience in a customer service environment
- Strong verbal and written communication skills
- Ability to multi-task
- Ability to work in a high-pressure environment
- Experience working within a team environment
- Leadership experience
- Case management experience
- Expertise in one or more of the following: virtualization technologies, networking, Linux, Windows Administration, storage technologies