



T1/T2 Support Engineer

Our Support and Services Team is looking to hire a Support Engineer in the United Kingdom. The 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

This is a full-time, remote position in UK