



Tier 3 Support Engineer

Our Support and Services Team is looking to hire a T3 Support Engineer in Indianapolis, IN. The T3 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.

The T3 Engineer will be a key senior member of the technical support team and will be responsible for the resolution of escalations from customers as well as handling escalated issues from the Tier 1 and Tier 2 support organization.

Great candidates will look like this:

- Enjoy troubleshooting and problem-solving analytically at the network and OS levels
- A leader and 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, 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
- Have superior organizational and professional skills to deliver the highest level of response internally and externally

Responsibilities

- Support our Hyper-converged computing clusters for Scale Computing end-users, VAR, OEM, partners, and internal customers
- High level technical troubleshoot, problem-solve analytically with a 95% customer cases/resolution
- Answer inbound customer and partner calls, cases, and chats
- Provide high-level technical training to support engineers
- Able to complete Tier 3 level services including Remote Installations, Quickstart Migrations, ICOS to HyperCore migrations, Network Planning, and HC3 Expert training, DR Planning and Professional Services Engagements
- Work closely with the software development team on the highest level technical issues
- Create RCA (Root Cause Analysis) for customers and executive summaries for other departments and members of the executive team on escalated customer issues
- A senior leader on the Support and Services team that promotes a positive environment for our team and our customers and services as an example of how to properly complete all support processes without issue
- Self-education on Scale technology, architecture and methodology
- Self-education on third-party applications that work with Scale Computing
- 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 5 years of experience in a technical support organization and product-specific training related to networked storage products is required
- A+ Certified or equivalent experience
- Network+ Certified or equivalent experience
- RHCSA Certified or equivalent experience
- Experience working from the command line and troubleshooting complex Linux and Windows operating systems
- Experience troubleshooting hardware and replacements, networks including switch configurations and complex connectivity issues
- Experience with data migrations from varied sources and troubleshooting 3rd party backup utilities (Acronis)
- Willingness to learn and contribute to a team environment
- Diverse exposure and understanding of a variety of operating systems, virtualization platforms, and understand the interaction of the different layers of technology (Network, storage, etc.)
- Strong 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 the 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 maybe 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.