Job Description: Technical Support Engineer

We are looking for a Technical Support Application Engineer to provide enterprise-level assistance to our customers. You will diagnose and troubleshoot software problems and help our customers deploy and operate our product.

Ultimately, you will be a person our customers trust. They will rely on you to provide timely and accurate solutions to their technical problems.

If you're naturally a helper, enjoy assisting people and are able to explain technical details simply, we'd like to meet you.

Responsibilities

Technical Support Engineer responsibilities include:

- Receiving and triaging customer requests, identifying problems and providing immediate response
- Debug and analyze technical issues using logs and metrics
- Using support tools, email and chat applications to give clients quick answers. For more complex problems that require nuanced instruction, you will coordinate with 2nd tier to provide clear, written instructions and technical manuals
- Coordinating with R&D (based in Israel) on a solution/patch/version that will be supplied to the customer and communicating the timeline to the customer
- All team members are participating in an "On-Call" support rotation

Requirements

- Minimum 2 years of experience as a Technical Support Engineer
- Experience with Linux based systems
- Experience with databases and knowledge of SQL
- Good interpersonal and customer care skills
- Logical thinker. Good analytical and problem-solving skills
- Good and accurate record keeping
- Ability to work under high pressure
- Self-starter, autodidactic
- Team player
- Degree in a relevant field, like Computer Science, IT or Software Engineering - advantage
- Development experience in scripting languages such as Bash, PowerShell, Python, etc - advantage
- Experience with Big Data platforms - advantage
- Experience with Data Analytics tools (Power BI, Tableau..) - advantage
- Microsoft, Cisco, Linux or similar certification - advantage