

Customer Support Engineer

Job Description

BlackRidge Technology is a fast moving startup which provides a game changing cyber and network security solution that cloaks and protects enterprise networks, SDN and cloud environments from the unidentified and unauthorized user. We are looking for individuals that learn fast and move even faster. Team players that require a challenge and want to help create innovative solutions that are needed by enterprises of today and tomorrow.

Duties

The Customer Support Engineer's mission will be to support the installed customer based in all technical matters post-sales. As a candidate at a fast moving startup you should expect to support the company in other activities as well, such as assisting in the testing of products prior to release and problem resolution during installation.

- Act as first contact for customers on technical issues.
- Work closely with the pre-sales engineering and development engineering to answer, elevate and resolve customer's technical issues.

Desire Skills

- Require strong troubleshooting skills
- Require excellent communications and documentation skills
- Intimately familiar with networking, networked applications, security solutions.
- 5 - 7 years of experience in a technical support role
- 5 - 7 years of experience in LAN/WAN/Internet services administration
- Demonstrated knowledge of TCP/IP protocol suite
- Solid admin skills with VMWare and other VM technologies.
- Solid admin skills with Linux and Microsoft operating systems.
- Demonstrated knowledge of the following technologies: Routing, Switching, VPN, LAN, WAN, Load Balancing
- Demonstrated knowledge of Network Security, Intrusion Detection, Anti-Virus, encryption and authentication technologies
- Good working knowledge of : RADIUS, PKI, LDAP, Certificates, IPSEC, FIREWALL, 802.1x, MD5, SSH, SSL, SHA1, DES, 3DE
- Start-up experience a plus

Education

- Bachelor's Degree or equivalent experience.

Hiring Manager

Please contact Jimmy VanLandingham at jobs@blackridge.us