



Level 1 Technical Support Engineer US – Philadelphia area

About us

[www.efficientip.com]

EfficientIP hardware and software solutions are developed to facilitate the management of IP addresses and DNS-DHCP services (DDI) into a fully integrated solution. Our solution SOLIDserver™ centralises all information from the IP plan and DNS and DHCP servers in one single interface allowing our customers to manage their network services as a single entity, ensuring high availability, security and network consistency.

Job Description

Experience or skills in the following areas is desired: Technical Support, Network Support, Systems Administration, Help Desk or Configuration Management and enjoy dealing with Customers. You will work closely with EfficientIP partners and customers assisting their level 1-3 support teams, investigating, troubleshooting and analyzing new or unknown issues.

As a Level 1 Support Engineer, you'll have to qualify the issue, gather the required information to start investigation and define a first diagnosis. You will work to solve the problem on your own or have to escalate the issue to the next support level. If needed, you'll get the assistance of the Development team.

Designing and developing one or more courses of action, evaluating each of these courses in a test case environment and implementing the best solution to the problem can be required.

Experience and Skills

0-2 years work experience with DNS, DHCP, IPAM, TCP/IP network architectures, HTTP/HTTPS and other Internet protocols.

Technical Skills

- Experience with TCP/IP network architectures on various platforms (Unix, Linux, Windows, etc.) and how those platforms interoperate with DNS and DHCP. Knowledge of Unix systems is very welcomed.
- Familiarity with IP Address Management (IPAM) and Microsoft Active Directory would be desired.
- Understanding of public DNS design principles, DNS platforms such as BIND and the DNS protocol itself
- General understanding of HTTP/HTTPS and other Internet protocols including their

performance characteristics.

Customer service experience

- Proven ability to clearly and effectively interact and communicate with customers in a friendly and personable manner via email and/or phone.
- Research, resolve, and respond to customer questions and call-backs in a timely manner and in accordance with established standards, policies, procedures and service level agreements.
- Acquire and maintain current knowledge of product offerings and support policies to provide technically accurate solutions to customers.
- When needed, escalate issues to appropriate individuals based on established guidelines and procedures.
- Ability to exercise judgment using procedures and practices to determine the appropriate course of action.

Qualifications

Degree in Computer Science and Telecommunication desired but not compulsory, depending on work experience.

-

What We Offer

We offer a great opportunity to grow with our company, in a rapidly advancing and strongly innovative environment.

At EfficientIP, we fully believe in congeniality in the workplace and in our relationships with our customers, partners and colleagues. We ensure a positive work environment that is encouraging, enthusiastic and motivating to our team. This approach breaks down barriers in order to stimulate our company's ambition of constant overachievement.

You will be part of a fun & ambitious team!

To apply, please send your cv and cover letter to: eip-americas@efficientip.com