

# Technical Support Engineer

## About us

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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

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Previous experience 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 with the research and development of solutions to new or unknown issues. You will work to solve the problem on your own or with the assistance of other team members or 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

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Minimum 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.
- 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

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