United States Jobs Expertini®

Technical Support Engineer L-2

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Company: Varonis

Location: Morrisville

Category: other-general

Job Summary:

As a Level 2 Technical Support Engineer, you will be instrumental in guiding our customers on how to best leverage the Varonis suite of products.

You will be part of a team of Technical Support Engineers who pride themselves on providing world-class technical customer support. You will research, replicate, and resolve technical issues utilizing various sources of knowledge such as the Knowledge Base.

This is not your typical support role. As part of an advanced skill-base support operation, you would provide specialized, skill-specific technical services. You will be speaking with Security Admins, Sys Admins, Network Admins, Storage Admins, CISOs, Exchange Admins, and business owners. We look to hire people that have walked the walk and talked the talk.

Essential Duties and Responsibilities: *Other duties may be assigned:*

- Provide specialized, skill-specific technical services, as well as a base core knowledge of the Varonis Architecture
- Support the company's highly complex products on customers systems remotely
- Independently troubleshoot and resolve complicated technical issues related to the customer's environment by analyzing product & systemic issues - Active Directory, Windows file servers, Exchange, SharePoint, Storage systems, etc.
- Proactively identify critical points of failure, raise flags & escalate issues that are of urgent

nature

Utilize the various knowledge resources and contribute to the enrichment of the Knowledge Base by documenting and/or publishing relevant content that needs to be shared with others following your technical investigations

Education, Experience and Qualifications:

At least 2-3 years of experience as System administrator / Technical support (2nd / 3rd tier) or similar

Experience with supporting SaaS solutions, experience with hybrid environments (SaaS + Self Hosted) is a plus

Proven exceptional customer communication skills, work with partners and customers

Candidates should possess strong oral, written communication skills to resolve complex network and server related issues into actionable concepts for customers to understand.

Maintain a professional image and demonstrates a willingness to contribute at all levels.

Strong organizational skills, detail orientation and the ability to multi-task, meet deadlines, and prioritize work.

Possess ability to work through issues and bring projects to completion; perform complex research, analysis, and troubleshooting; and resolve critical problems over sustained time durations in a logical manner.

Willingness to go the extra mile to get the job done within SLAs and customer commitments

Demonstratable understanding of network connectivity

Demonstratable understanding of Active Directory, Windows Servers, and Services

Solid experience working with Internet Security and Networking Technologies such as TCP/IP, HTTP, Load balancers, Proxies and Firewalls.

Considered a Plus:

Experience with storage devices (NetApp, EMC, Isilon)

Experience with Microsoft on Prem and Cloud offerings (SharePoint, Exchange, OneDrive)

Bachelor’s Degree (B.A.) in Computer Science or Information Technology

Network+, Security+, MCSE, MCP

We invite you to check out our Instagram Page to gain further insight into the Varonis culture!
@VaronisLife

Varonis is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, national origin, disability, veteran status, and other legally protected characteristics.

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