aqueti

Job Opening – Support Engineer

Description

Aqueti is launching a portfolio of array supercameras that will revolutionize the security, public safety, and transportation industries. Named one of the [ten best startups in Durham](#) by The Tech Tribune, Aqueti might just be the ideal next step in your career. As our products hit the field, we need a resourceful and tenacious Support Engineer to keep our customers delighted.

Responsibilities

The Support Engineer provides second-level support for Aqueti hardware and software products. In this role, you will:

- Become an expert in Aqueti technologies and customer deployment environments

- Manage incoming incident (case) queue, including the accurate creation and updating of support cases, and then maintain ownership of support cases through closure

- Apply advanced troubleshooting techniques (debug and diagnose) on critical, highly complex problems that span multiple layers of the technology stack (system configuration, hardware, firmware, software, networking, and storage)

- Using a knowledge base, contribute technical documentation (not included in the product documentation) that's needed by customers to effectively solve problems

- Research backlogged issues to identify root cause and implement proactive solutions moving forward; identify and recommend process improvements to deliver the highest level of customer satisfaction

- Provide feedback to design and development engineering for product improvement

Required Qualifications

- Bachelor's degree in a technical field or associate's degree with compensating experience

- 3 or more years' experience with an SLA-driven, externally facing, software support organization

- Strong troubleshooting skills in Linux, networking (Wireshark, ping, SSH, telnet, FTP, traceroute, etc.), network-attached storage systems, OS installation & management, remote desktop (Team Viewer, etc.)

- Experience using help desk systems and creating knowledge base articles

- Excellent English communication and interpersonal skills, including well-developed listening skills, with the ability to communicate effectively with technical and non-technical teams

- Willingness to work on-call and to travel extensively (up to 50%)

Desirable Qualifications

- Security industry experience (VMS, network storage, multi-user rendering, etc.)

- Familiarity with optics and camera technologies

- Track record of working with design groups to improve serviceability and usability design

- Standard Mandarin (spoken and/or written)

To Apply

https://www.indeedjobs.com/aqueti/_hl/en_US