



## Technical Support Engineer - UK

Location: Leeds, West Yorkshire, UK

### Company Description

Netsweeper is a leading provider of application and Internet content classification solutions for businesses, educational institutions, government organizations, service providers, carriers, and OEM partners around the world. Netsweeper's solutions supply IT managers with web security tools necessary to optimize network usage while providing all users with a positive, productive and safe Internet experience. Founded in 1999, Netsweeper has offices in Canada, the UK, Netherlands, India, and Dubai, including integrators and resellers worldwide. Learn more at [www.netsweeper.com](http://www.netsweeper.com)

### Job Description

Netsweeper is looking for a passionate Technical Support Engineer to support our content filtering solution at customers' varied computing environments. The ideal candidate will have both excellent technical credentials and a friendly, consultative approach to solve customer needs. In addition to customer support, the Technical Support team provides support internally to our various global Account Teams. This can involve a variety of technical sales activities to give our Account Teams more customer and partner face time on activities. They assist with expanding technical depth and coverage where limited resources currently exist with the goal of increasing Account Team productivity by providing responses to sales questions and research requests. Technical Support also assists System Engineering teams during customer onboarding of the Netsweeper product by providing a supporting role when architecting, implementing, and the transition to support of new solutions.

NOTE: Must currently live within reasonable commuting distance of our Leeds, UK office

### Essential Duties and Responsibilities

- Provide customer support, troubleshooting, knowledge transfer, and root cause analysis
  - Address urgent issues quickly and escalate issues according to the support SLA
  - Document exceptions and fixes for inclusion into core product
  - Document product variances, end-user feature improvements, and operations feature improvements and provide to Product department
  - Creating and publishing knowledge base articles to enable customer self-service
  - Participating in an on-call rotation
- Act as customer advocate making sure the customers' voices are always heard
  - Provide feedback from customers, end users, and experience to product team
  - Work with customer employees and consultants, including business managers, project managers, software engineers, security analysts, data center engineers, and customer NOC engineers
- Develop a deep understanding of Netsweeper products
  - Work with developers and QA to identify and resolve more complicated customer problems

- Work with System Engineers to assist in the deployment and architecting solution offerings.
- Assist with product QA and acceptance testing by communicating issues and field experience to development and QA.
- Adapt installer, shell scripts and PHP scripts to meet customers' requirements.
- Develop your technical expertise
  - You must be comfortable setting up and using Linux (RedHat, CentOS)
  - Script solutions for frequent issues into documented or scripted processes
  - Optimizing existing servers and be able to perform server surveillance, monitoring and maintenance

### Essential Personal Management and Soft Skills

- Excellent written and spoken communication skills for interacting clearly and concisely with technical team members and our customers
- Self-starting and motivated to solve problems and delight customers
- Ability to flex hours as needed
- Strong time management and self-organizational skills

### Technical Support Competencies

The ideal candidate will have previous experience as a support representative with at least two or more years experience managing cases involving 1<sup>st</sup> line duties. This includes:

- Working knowledge with Linux such as RedHat/CentOS GNU/Linux
- Competencies with Windows, MacOS, iOS, Chrome, and Android systems
- Strong diagnostic and troubleshooting skills investigating and solving deployment issues with Linux servers including providing a root cause analysis (RCA)
- OSI model fundamentals including TCP/IP networking, VLANs, subnetting, firewalls (netfilter/iptables), and server administration
- Coordinating and managing virtual meetings through Microsoft products (Outlook, Teams)

### Bonus Points

- Experience with Cisco, Juniper, and other routing and firewall products is an asset
- Knowledge of a variety of server hardware (Network cards, CPU, memory, disk, RAID controllers, etc.)
- Experience with Squid Proxy, Apache, PHP, MySQL, VMWare
- Knowledge of packet capture and analysis (e.g. Wireshark)
- Knowledge of RADIUS, DIAMETER, and AAA systems
- Knowledge of Directory services such as Active Directory, Google Directory, Azure AD, Novell eDirectory
- Knowledge of network operation center policies and processes

### What We Offer

- Competitive salary and benefits
- A fast-paced always changing environment to learn and develop technical skills
- Financial assistance for job-related Professional Development activities
- Opportunity to work with talented colleagues on a suite of exciting software applications

- Casual, comfortable office environment in which to work

If you are looking for an opportunity to learn new skills and join a progressive, leading edge company, apply today with your Cover Letter and Resume to [careers@netsweeper.com](mailto:careers@netsweeper.com).

Netsweeper is committed to fostering an inclusive, accessible work environment, where all employees feel valued, respected, and supported. Netsweeper offers accommodation for applicants with disabilities as part of its recruitment process. If you are contacted to arrange for an interview or testing, please advise us if you require additional accommodation.