



JOB DESCRIPTION

Title:	Intermediate Technical Support Analyst
Department:	Technical Support & Services
Reports to:	Manager, Technical Support

Scope:

BorderWare Technology looking for highly motivated individuals to join our dynamic Technical Support Team. BorderWare Intermediate Technical Support Analyst provides industry leading customer support for advanced mission critical networking appliances for small to enterprise level customers. We are looking for individuals to provide 24x7 support to our domestic and international customer base.

Responsibilities:

- Provide phone and electronic customer support to network engineers, administrators and sales engineers to identify, troubleshoot and resolve or escalate customer's issues.
- Correctly determine the severity of the customer's issue.
- Ensure that each customer issue is given appropriate priority based on problem severity and BorderWare's Service Level Agreement.
- Replicate problem reported in the field and clearly document steps taken to resolve it. Communicate deep technical material at level that is appropriate for the intended audience.
- "Embrace the Unknown" be able to research and self-learn new concepts and ideas share them with the rest of the Technical Support staff
- Work closely with Development Engineers and System Test Engineers for troubleshooting and fixing product defects and help in testing/qualifying the solutions.
- Proactively identify potential issues and causes of concern, then investigate then and work with Development to address the issues.

Requirements:

- Degree or diploma in Information System from a reputable institution.
- Minimum two years customer support experiencing preferably supporting Unix/Linux based products.
- Understand business requirements, processes and procedure of established enterprises.
- Technically proficiency with email all technologies and their supporting infrastructure.
- Extensive knowledge and experience with Active Directory and LDAP.
- Deep understanding of Networking Protocols (DNS, SSH, SMTP, HTTP, FTP).
- Strong Understanding of Firewall terminology and technology.
- Excellent written and verbal communication skills.
- Strong understanding of utilities such as netstat, tcpdump, ifconfig, arp, ethereal etc.
- Detailed understanding of the OSI model.
- Experience with Unix shell scripting.
- Experience with SQL.
- Able to work a rotating 24x7 shift schedule.