IT Engineer

Description

Team Description We are (almost) 100% Mac, using Jamf for MDM, Okta for identity management, and Zoom for video conferencing. We run everything in the cloud and donât house any servers onâpremise, and we use SSO for external services wherever possible. This IT infrastructure provides a solid foundation for growth, and one of your jobs will be to leverage these systemsâand othersâto reduce the friction of IT as we continue to expand. We value being a topânotch organization with a strong engineeringâdriven culture, and have the same high standards with our code, systems, and people. We value learning and growth (and not being bored) and hire diverse, wellârounded, communicative people we can envision being friends with and trust. Role Description Weâre looking for an experienced Senior IT Engineer passionate about providing exceptional customer service and who thrives in a fast-paced environment. You are eager to help, patient, and empathetic, and you solve problems. You also know how to create and grow sustainable processes that make the job of IT easier. You love tech, and you love trying new things to see what will work the best, especially as the situation around you changes. We support over 750 Pendozers, 55% distributed across multiple time zones. Weâre building the best workplace in the world, which extends to numerous remote offices and satellite coworking spots across the continents, and we believe that the best tech should be used to make the connections to our teammates feel seamless. We view our Raleigh office as an everâevolving proving ground for new tech and creative solutions, sometimes hacking our own if needed, beta testing, and improving as we go. Role Responsibilities Serve as an escalation point for fellow IT Team members on issues requiring deeper technical expertise in various knowledge domains (i.e. Okta, Okta Workflows, endpoint issues, automations, scripting, etc.) Design, implement, and manage Identity and Access Management (IAM) solutions using Okta, focusing on SSO, SAML, OAuth, and SCIM protocols Develop, test, and maintain Okta Workflows to automate and streamline identity lifecycle processes Configure and customize Workato connectors, triggers, actions, and transformations to meet specific business needs Monitor and maintain existing Workato and Tray.io integrations, troubleshooting issues, and perform necessary updates and optimizations Design, develop, and implement Workato recipes to automate business processes and integrate disparate systems and applications Be a customer advocate by seeking to identify common issues, working within the business to eliminate future occurrences, and proactively educating customers with helpful hints or business-based best practices Minimum Qualifications 5+ years experience in a technical support environment Strong understanding of API integration concepts, RESTful APIs, and authentication methods Familiarity with Mac OS and Windows OS platforms Familiarity with Google suite of applications (Sheets/Docs/Gmail/etc.) âââDocumented experience automating routine tasks using Okta Workflows and other automation tools Deep understanding of integration platforms, like Workato, Tray and Zapier a strong understanding of API integrations Experience with advanced recipes that are highly reusable and leverage real-time technologies (e.g., events, webhooks) Proficiency in scripting languages such as JavaScript, Python, or Ruby, with the ability to write custom code when necessary to extend integration functionality Preferred Qualifications Hands-on experience supporting Okta and Google Workspace Strong written and verbal communication skills Ability to document complex technical issues consistently and thoroughly Ability to work both independently and collaboratively Have experience working in high-growth companies with rapidly shifting IT and business needs Pendo Description Pendo was founded in 2013 by former product managers, who combined their heads and hearts to build something they wanted

Hiring organization
Pendo

Job Location
Raleigh, North Carolina, United States

Base Salary
$ 60000 - $ 110000

Date posted
May 25, 2024

Apply Now

but never had as product managers — a simple way to understand and attack what truly drives product success. Our mission is to improve society's experience with software. Come join one of the fastest-growing startups, supported by best-in-class institutions like Battery Ventures, Salesforce Ventures, Spark Capital and Meritech. You will gain experience in a diverse and exciting set of technologies and clients and have a real impact on Pendo's future. Our culture is passionate, dynamic, and fun. EEOC We are an equal opportunity employer and believe having diverse teams where everyone brings their whole self to Pendo is key to our success. We welcome all people of different backgrounds, experiences, abilities and perspectives. Accessibility Pendo is committed to working with, and providing access and reasonable accommodation to, applicants with mental and/or physical disabilities. If you think you may require an accommodation for any part of the recruitment process, please send a request to: accommodation@pendo.io. All requests for accommodations are treated discreetly and confidentially, as practical and permitted by law. Compensation Our salary ranges are based on paying competitively for our size and industry, and are one part of many compensation, benefits and other reward opportunities we provide. The expected salary range for this role to be performed in North Carolina is $90,000 – $105,000. Individual pay rate decisions, including offers made within and over the expected salary range, are based on a number of factors, including qualifications for the role, experience level, skillset, and balancing internal equity relative to peers at the company.Please mention the word **SLAMMIN** and tag RMy44MC4yMTUuMTM2 when applying to show you read the job post completely (#RMy44MC4yMTUuMTM2). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts
Job listing via RemoteOK.com