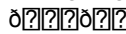# Web3 Technical Support Engineer

Description

Are you a tech-savvy job seeker looking for an exciting opportunity to work with cutting-edge Web3 infrastructure? Look no further than Chainstack! ð🯭🯭ð🯭🯭 Â Â Â About Us Â Â Â Chainstack is the leading suite of services connecting developers with Web3 infrastructure, powering applications in DeFi, NFT, gaming, analytics, and everything in between. Â Â Â From startups to large enterprises, Chainstack enables thousands of companies to cut down the time to market, costs, and risks associated with creating and scaling decentralized applications. By offering fast, reliable, and easy-to-use infrastructure solutions distributed globally, we make sure innovators can focus on whatâ🯭🯭s important. Â Â Â As a Chainstacker, you'll have the chance to work on exciting and challenging projects, collaborate with top-notch developers and industry experts, and be part of a dynamic and supportive team that values creativity, innovation, and hard work. Â Â Â Location: Remote (based within Asian-Pacific timezones) Â Â Overview: We are seeking an enthusiastic Web3 Technical Support Engineer with a passion for building relationships, generating new business, and Web3 technologies. Â Â Responsibilities: Â Assist existing and potential clients in utilizing our service effectively and deriving maximum value from it. Â Address a wide range of inquiries, from simple pricing questions to complex debugging of integration issues between Kubernetes clusters. Â Follow enterprise service quality metrics (SLA) to ensure timely responses to customer inquiries and minimize service interruptions. Â Resolve issues at network, disk, and load balancer levels, as well as manage integrations, Kubernetes, and Linux systems. Â Collaborate closely with Infrastructure Engineering Team to enhance the robustness and high availability of Chainstack. Â Work with Software Engineering and Product teams to provide consolidated feedback from customers and drive continuous improvement of our platform. Â Â Requirements: Â Experience in technical customer support, understanding SLAs, ticket priorities, and urgency. Â Interest in technology, blockchain, and crypto domains. Â Proficiency in managing virtual environments on public cloud providers (Google Cloud, Amazon Web Services, bare metal) Strong understanding of networks, Linux systems, and container orchestration engines like Kubernetes. Â Familiarity with monitoring solutions such as InfluxDB and Grafana. Knowledge of TCP/IP stack and Ethereum JSON-RPC specification. Â Proficiency with scripting languages (bash/python/javascript) is a plus Proficiency with web3 libraries is a plus Â Qualifications: Â Self-driven with a collaborative teamwork spirit, able to prioritize tasks based on customer-first paradigms. Â Interest in Web3 technologies, supported by related pet projects or research. Â Excellent English communication skills. Â Â We Offer Â Â At Chainstack, we recognize that our employees come from different backgrounds and have different needs. That's why we've created a program of policies, practices, and perks to support your whole human experience as an employee at Chainstack. Â Â Â Competitive salary in USD: We believe in compensating our employees fairly for their hard work and contributions. That's why we offer a competitive salary in USD. Â Â Stock options: We want our employees to share in our success. That's why we offer stock options as part of our compensation package. Â Â Bleeding-edge tech stack: At Chainstack, we work with the latest and greatest technologies. You'll have the opportunity to work with a bleeding-edge tech stack and stay up to date with the latest industry trends. Â Â Lack of bureaucracy: We believe in a flat organizational structure and a lack of bureaucracy. You'll have the freedom to make decisions and take ownership of your work. Â Â Flexible schedule: We understand that our employees have different needs and responsibilities outside of work. That's why we offer a flexible schedule so you can work when it's best for you. Â Â Global fast-growing market: Chainstack operates in a global fast-growing market. You'll have

Hiring organization
Chainstack

Job Location
Worldwide

Base Salary
$ 80000 - $ 145000

Date posted
May 29, 2024

Apply Now

the opportunity to work on cutting-edge projects and contribute to our growth. Â Â Multinational team: Our team is made up of people from all over the world. You'll have the opportunity to work with a diverse group of individuals who bring different perspectives and ideas to the table. Â Â Â The best jobs should be available to everyone. Â Â Chainstack values diversity and inclusivity. We are committed to fostering an environment of trust where everyone from different backgrounds and walks of life can succeed. We welcome your unique perspective and look forward to hearing how you can contribute to our mission and team. Â Please mention the word **INVALUABLELY** and tag RMTAwLjI3LjIwNy45Mw== when applying to show you read the job post completely (#RMTAwLjI3LjIwNy45Mw==). 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