

## Staff Client Support Engineer

### Description

Who we seek: A motivated and self-driven Staff Client Support Engineer to provide high-quality support to our enterprise customers, being their advocate in collaborating with our Development team to drive issues to resolution. What youâdo: Work closely with client stakeholders to troubleshoot advanced technical issues Evaluate implementation results, deploy solution components and workarounds, and participate in the product configuration efforts to meet clientsâspecific requirements Engage with multi-discipline internal and client teams to ensure successful resolutions within customersâ environments Transfer knowledge for relevant technical areas at an applicable level of depth and detail within the internal Support organization as well as our customers Work closely with our Engineering and Product Management teams to prioritize and resolve product issues, enhancement requests, and possible implementation flow improvements Resolve complex problems through a deep understanding of how the product should work and analysis of code Identify and prioritize technical improvements backed by data and experience, while considering business constraints, to deliver on important initiatives Influence adjacent teams' designs to promote better holistic system design decisions What youâbring: 7+ years of professional experience in information technology, with at least 2 years in a customer-facing role â preferably involved in product implementation and hands-on technical activities within enterprise corporate environments An undergraduate degree in Computer Science, Information Technology/Systems, or other related technical disciplines. A graduate degree in a technical or business discipline is a strong plus. (Extensive professional experience may be considered in lieu of a formal degree.) Meaningful experience with installation, configuration and management of Linux-based Operating Systems, including basic shell proficiency (bash, sh, ksh, tcsk, etc.), experience with package management systems (apt/dpkg, yum/rpm, etc.), file archiving tools (tar, gz, zip, bz2), remote access and file transfer protocols (SSH, SCP, SFTP/FTP), file sharing technology (NFS, CIFS/SMB), and authentication frameworks (LDAP, Kerberos) Basic experience with some RDBMS, such as Microsoft SQL Server, Oracle Database, PostgreSQL, MySQL/MariaDB, IBM DB2, etc. Hands on experience in Docker and Kubernetes deployments Demonstrated experience in writing code projects with Python, C++, C# and Java â major advantage. Troubleshooting complex software modules, working from written and oral issues as described by the technical support organization, sales organization, account managers and customers themselves. Develop and modify modules as part of workarounds for issues or as a professional services enhancement. Ability to context switch and move effectively between different tasks or competing priorities Whatâs in it for you?! Our people are the foundation of our success, and we prioritize offering a wide range of benefits that make our team happier and healthier. Equity participation – everyone shares in our success Flexible work arrangements Other compulsory benefits based on country of residence Our Values: We look for people who embody our values – Care, Do, Try & Shine. Care – We care about our customers and each other Do – We do what it takes to make a positive impact Try – We try our best and we donât give up Shine – We shine and make it our mission to always stand out #LI-Remote #LI-AR1Please mention the word **\*\*STURDY\*\*** and tag RMjA5LjlyMi4yMS42Mg== when applying to show you read the job post completely (#RMjA5LjlyMi4yMS42Mg==). 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.

### Hiring organization

BigID

### Job Location

Singapore

### Base Salary

\$ 60000 - \$ 110000

### Date posted

June 7, 2024

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## **Contacts**

Job listing via RemoteOK.com