Cybersecurity Support Engineer (NV2) - Canberra/Sydney

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Company: Fortinet, Inc.

Location: Australia

Category: other-general

Cybersecurity Support Engineer (NV2) - Canberra/Sydney   Job Details CANBERRA, ACT, Australia and 1 more   Job Identification   15583 Job Category Technical Support Locations CANBERRA, ACT, Australia SYDNEY, NSW, Australia Posting Date 02/25/2024, 08:22 AM Job Schedule Full time Job Description Location: Australia (Canberra/Sydney) Role Overview: Fortinet is looking for an experienced Technical Support Engineer to join our Canberra office to provide exceptional customer service and technical help for our defence and government clients. The ideal candidates are not only technical, but also energetic and passionate about working for Fortinet and supporting our products. This is a great opportunity to learn all aspects of the products that we support in an innovative, fast-paced environment while increasing your knowledge and developing your skills in network security. Responsibilities: Support Fortinet's customers globally and may include travel within APAC region to meet customers when necessary. Understand the customer's network/security implementation and technical requirements. Technical issue analysis, troubleshooting and consultation for customers. Effective communication with customers and colleagues. Manage customer expectations correctly. Provide technical solution recommendations or workarounds for any Fortinet product model limitation/known issue. Customer case management and escalation. Reproduce customer issues/bugs in Fortinet APAC lab. Fortinet's Product bug management and escalation to engineering team. Keep improving technical knowledge and updating latest network/security technology and protocols. Knowledge, idea and experience sharing within the team. Contribute to the team's success and be a good team player. Requirements: 4 - 7 years working experience in

networking/security related field.NV2 is required for this role. In-depth knowledge of TCP/IP protocol stack.Experience with Layer 2 & 3 technologies. Strong knowledge of networking and routing protocols (BGP, OSPF, DNS, IPSEC).Good understanding of Layer 4 to 7 and enterprise technologies e.g. DNS, DHCP, SNMP, SMTP, SSL, Radius, LDAP.Strong experience with network in network troubleshooting & understanding of tools (e.g. traceroute, Wireshark, iperf, dig, cURL etc.Possess industry certifications (NSE4, NSE5, NSE7, CISSP, CCNP, CCSP,CCNA). Experience in security products and technologies (e.g. Firewall, IPS, DDoS) would be a plus.Experience in system integration and multi-vendor environments & data centre deployments would be a plus. Good exposure in any of following would be a plus. Unix/Linux environmentLDAPPublic CloudWireless accessSQL database Good communication and written skills in English. Sense of urgency and capable of handling tense situations. Positive, communicative and customer oriented attitude. Quick learner. Fortinet is an equal opportunity employer. We will only notify shortlisted candidates. Fortinet will not entertain any unsolicited resumes, please refrain from sending them to any Fortinet employees or Fortinet email aliases. Should any agency submit any resumes to Fortinet, these resumes if considered, will be assumed to have been given by the agency free of any related fees/charges. Fortinet is looking for an experienced Technical Support Engineer to join our Sydney office to provide exceptional customer service and technical help for our loyal customers. The ideal candidates are not only technical, but also energetic and passionate about working for Fortinet and supporting our products. This is a great opportunity to learn all aspects of the products that we support in an innovative, fast-paced environment while increasing your knowledge and developing your skills in network security. Page Cybersecurity Support Engineer (NV2) - Canberra/Sydney - Candidate Experience site Careers loaded

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