Professional Services Engineer

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Company: Forescout Technologies Inc

Location: Australia

Category: other-general

What We Do Managing cyber risk, together – Today the modern enterprise is an Enterprise of Things. We are on a mission to secure the Enterprise of Things with active defense by identifying, segmenting, and enforcing compliance of every connected thing in a real-time and at scale. Our unified security platform enables enterprises and government agencies to focus on Zero Trust segmentation, IT/OT convergence, and OT/ICS innovation, all supporting our mission and vision.

Join us as we secure the world with our products. We are looking for resourceful individuals to collaborate as one team while ensuring a world-class customer experience. We are cyber-obsessed about addressing the world's most challenging security problems. Innovation starts here, everyone's ideas are valued, visionaries welcomed!

A Forescout Professional Services Engineer(PSE) provides technical and consultative services to their assigned accounts to drive the adoption and maturation of the customers' Forescout deployments. The post sales engineer must be able to solve technical and process challenges to ensure customer success. The PSE must also understand the customer environment (people, process and technology) and how the Forescout deployment supports the customer goals and use cases. The PSE role is to ensure solution success, customer satisfaction and account renewal/expansion.

What You Will Do Customer consultation to determine outcomes, success criteria and challenges/gaps. Develop and implement plans of action to close gaps and drive successful outcomes. Administer and mature customer enterprise deployment of the Forescout solution. Interface with Forescout Support and/or R&D to resolve technical issues that may

impede success. Define and create polices in accordance with customer's business requirements. Manage equipment installation and configuration at all locations, to include lab environments. Manage Forescout software and hardware upgrades. Manage of the ForeScout solution in accordance with the customer's business goals. Create customer reports to achieve project alignment and unity of effort. What You Will Bring To Forescout 8+ years of experience in an IT related field. Consultative experience designing and advocating for best-practice solutions. Minimum 3 years of experience with network hardware configuration. 3 years of significant experience with Windows based operating systems and Unix systems, specifically Linux. Expertise deploying large scale enterprise deployments/data centers. Experience deploying and/or supporting enterprise security software products such as firewalls, IPS, Anti-Virus solutions, application firewalls, high availability solutions, network management systems and virtual systems. Experience implementing complicated software products that involve multiple components. Ability to clearly document complicated steps and procedures. Design and architecture experience a plus. Working knowledge of shell, perl and xml scripting. Excellent communications skills, strong customer orientation, good organizational skills, self-driven with ability to multi-task on various projects and aptitude to learn new technologies. Excellent interpersonal skills and experience working in demanding and challenging environments. Technical support experience a plus. Bachelors Degree in Computer Science, Engineering or equivalent industry experience. ForeScout Certified Administrator (FSCA) required, ForeScout Certified Engineer (FSCE) a plus. CISSP and/or PMP certification a plus. Other Requirements We welcome applications from candidates from all backgrounds and experience however, the successful candidate must be hold or be eligible to obtain NV1 Security Clearance, as defined in the AGSVA guidelines, as such, this requires the successful candidates to be an Australian citizen. Extended or non-traditional work hours may sometimes be required. Opportunity for domestic and international travel. What Forescout Offers You Managing cyber risk, together – We are led by a visionary leadership team who encourages professional growth and development. We promote a diverse and inclusive culture providing for a collaborative and innovative environment where our team can make an impact on worldwide security while working on technology which is at the forefront of the industry. We are also proud of our competitive compensation and benefits offered. If you have a strong work ethic, are visible and lean in, you will be recognised. We are in growth mode and there is a ton of opportunity at Forescout. Apply now to find out more! More About Forescout Forescout Technologies, Inc. delivers automated cybersecurity

across the digital terrain, maintaining continuous alignment of customers' security frameworks with their digital realities, including all asset types – IT, OT, IoT, IoMT. The Forescout Continuum Platform provides complete asset visibility, continuous compliance, network segmentation and a strong foundation for Zero Trust. For more than 20 years, Fortune 100 organisations and government agencies have trusted Forescout to provide automated cybersecurity at scale. Forescout arms customers with data-powered intelligence to accurately detect risks and quickly remediate cyberthreats without disruption of critical business assets. Learn more at .

Our Mission To continuously identify, protect, and ensure the compliance of all cyber assets across the modern organisation.

Our Vision A world where every cyber asset is seen, secure and compliant.

Our Cultural Values One Team – We all work together, and we all win together. Cyber Obsessed – We are curious about technology, innovative and passionate about solving problems. Customer Driven – We listen, we learn, and we make it right. Relentless – We're smart, determined, and find a way. We figure stuff out. Collaborative, without Ego – No one succeeds alone. We strive to be the humble person that people want to work with. Our DEI Statement At Forescout, we are committed to fostering a diverse, equitable, and inclusive workplace. We believe that diversity of background, experiences, and perspectives leads to innovation, creativity, and better decision making. We strive to create an environment where all team members feel valued, respected, and empowered. We actively promote equal opportunities and fair treatment for all individuals, regardless of their race, ethnicity, gender, sexual orientation, religion, disability, or any other characteristic protected by law. By embracing Diversity, Equity, and Inclusion, we aspire to build a successful culture where we work together and win together as One Team.

Thank you for taking the time to learn more about us. If this opportunity intrigues you, we would love for you to apply! NOTE TO EMPLOYMENT AGENCIES: We value the partnerships we have built with our preferred vendors. Forescout does not accept unsolicited resumes from employment agencies. All resumes submitted by employment agencies directly to any Forescout employee or hiring manager in any form without a signed Employment Placement Agreement on file and search engagement for that position will be deemed unsolicited in nature. No fee will be paid in the event.

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