Technical Support Engineer

Apply Now

Company: Splunk

Location: Canberra

Category: Other-General

Join us as we pursue our disruptive new vision to make machine data accessible, usable and valuable to everyone. We are a company filled with people who are passionate about our product and seek to deliver the best experience for our customers.

At Splunk, we're committed to our work, customers, having fun and most importantly to each other's success. Learn more about Splunk careers and how you can become a part of our journey! Splunk is the world's first Data-to-Everything Platform.

Now organizations no longer need to worry about where their data is coming from, and they are free to focus on the business outcomes that data can deliver.RoleSplunk is seeking a Technical Support Engineerto join our global technical support organization offering 24/7 support for our customers around the world.

This is a very dynamic role where you will provide technical product expertise and excellent customer experience around Splunk's core platform, and participate in ongoing projects around tools, knowledge management, our growing marketplace of solutions, and more. Our team operates on a 7-day global coverage model, and as a result, our support engineers are occasionally asked to work on weekends.

Responsibilities + Provide outstanding service and technical support to Splunk customers and maintain positive customer relationships + Take ownership of resolving customer problems

while ensuring an outstanding customer experience + Champion our customers throughout the entire support case journey + Develop and maintain a deep understanding of the Splunk product and related technologies, with a focus on our core platform+ Troubleshoot technical issues to establish the root cause of problems and form a solution or workaround across a range of environments + Create, reuse, improve, and maintain quality knowledge articles as part of the case management workflow, while following Knowledge-Centered Service (KCS) principles and methodology+ Reproduce customer issues, file bug reports, raise issues to Engineering, and be the bridge between customers and product developers + Drive continuous improvement of tools, processes, and product supportability + Perform other job-related duties as assigned and participate in special projects RequirementsMust have: + Outstanding interpersonal skills and excellent communication - both verbal and written + Experience with UNIX (Linux, *NIX), LDAP, Windows, or Mac OS+ Experience in technical support, system administration, or similar technical role + Understanding of networking concepts (TCP/IP, UDP, DNS, NAT, gateways, etc.) + Knowledge of Python, Perl and shell scripting, XML, HTML, or other scripting languages + Logical approach to problem solving and strong troubleshooting skills + Excellent time management skills with the ability to adapt to changing priorities of customer issues+ Demonstrated ability to learn new technologies quickly while remaining current with the latest industry knowledge + Passionate about working in a dynamic technical environment and supporting a product with frequent product releases and regular maintenance updatesNice to have: + Prior experience with Splunk Enterprise and/or Splunk Cloud strongly preferred+ Exposure to cloud technologies such as AWS (including Amazon EC2 and S3), Google Cloud Platform, or Microsoft Azure+ Experience providing SaaS support + Knowledge of containerized technologies, such as Docker and Kubernetes + Familiar with virtualization (VMWare, Hyper-V, KVM, etc.

) + Proficient with packet capture and analysis tools, such as Wireshark, tcpdump, or similar+ Knowledge of JavaScript, Node.js, Apache, or similar front-end and web technologies+ Understanding of regular expressions (Regex) and relational databasesWe value diversity at our company.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or any other applicable legally protected characteristics in the location in which the candidate is applying.About

SplunkSplunk was founded to pursue a disruptive new vision: make machine data accessible, usable and valuable to everyone.

Machine data is one of the fastest growing and most complex areas of big data—generated by every component of IT infrastructures, applications, mobile phone location data, website clickstreams, social data, sensors, RFID and much more. Splunk is focused specifically on the challenges and opportunity of taking massive amounts of machine data, and providing powerful insights from that data.

IT insights. Security insights.

Business insights. It's what we call Operational Intelligence.

Since shipping its software in 2006, Splunk now has over 13,000 customers in more than 110 countries around the world. These organizations are using Splunk to harness the power of their machine data to deepen business and customer understanding, mitigate cybersecurity risk, prevent fraud, improve service performance and reduce costs.

Innovation is in our DNA – from technology to the way we do business. Splunk is the platform for Operational Intelligence! Splunk has more than 2,700 global employees, with headquarters in San Francisco, an office in San Jose, CA and regional headquarters in London and Hong Kong.

We've built a phenomenal foundation for success with a proven leadership team, highly passionate employees and unique patented software. We invite you to help us continue our drive to define a new industry and become part of an innovative, and disruptive software company.

Benefits & Perks: Wow! This is really cool!   SF Only Medical, full company paid Dental, Vision and Life Insurance, Flexible Spending and Dependent Care Accounts, Commuter Accounts, Employee Stock Purchase Plan (ESPP), 401(k), 3 weeks of PTO, sick leave, stocked micro kitchens in Splunk offices, catered lunches on Mondays, catered breakfast on Fridays, basketball hoops, ping pong, arcade games, BBQ's, soccer, "Fun Fridays".Pursuant to

the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

Non SF Medical, full company paid Dental, Vision and Life Insurance, Flexible Spending and Dependent Care Accounts, Commuter Accounts, Employee Stock Purchase Plan (ESPP), 401(k), 3 weeks of PTO and sick leave. Our work environments vary by location however we believe in hosting amenities and fun activities to fuel our energy.

You may find fully stocked micro kitchens, catered lunches on Mondays and breakfast on Fridays, basketball hoops, ping pong, arcade games, BBQ's, soccer and "Fun Fridays". This isn't a job – it's a life changer – are you ready?Individuals seeking employment at Splunk are considered without regards to race, religion, color, national origin, ancestry, sex, gender, gender identity, gender expression, sexual orientation, marital status, age, physical or mental disability or medical condition (except where physical fitness is a valid occupational qualification), genetic information, veteran status, or any other consideration made unlawful by federal, state or local laws.

Click here to review the US Department of Labor's EEO is The Law notice. Please click here to review Splunk's Affirmative Action Policy Statement.

Splunk does not discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. Please click here to review Splunk's Pay Transparency Nondiscrimination Provision.

Splunk is also committed to providing access to all individuals who are seeking information from our website. Any individual using assistive technology (such as a screen reader, Braille reader, etc.

) who experiences difficulty accessing information on any part of Splunk's website should send comments to accessiblecareers@splunk.com.

Please include the nature of the accessibility problem and your e-mail or contact address. If the accessibility problem involves a particular page, the message should include the URL of

that page.

Splunk doesn't accept unsolicited agency resumes and won't pay fees to any third-party agency or firm that doesn't have a signed agreement with Splunk. To check on your application click here.

Apply Now

Cross References and Citations:

1. **Technical Support Engineer Jobsqatar Jobs Canberra Jobsqatar** ↗

2. **Technical Support Engineer Googleforjobsposting Jobs Canberra Googleforjobsposting** ↗

3. **Technical Support Engineer Hungaryjobs Jobs Canberra Hungaryjobs** ↗

4. **Technical Support Engineer Studyjobs Jobs Canberra Studyjobs** ↗

5. **Technical Support Engineer Ai-ml-jobs Jobs Canberra Ai-ml-jobs** ↗

6. **Technical Support Engineer Usajobscareer Jobs Canberra Usajobscareer** ↗

7. **Technical Support Engineer Ai-ml-jobs Jobs Canberra Ai-ml-jobs** ↗

8. **Technical Support Engineer Searchenginejoblistings Jobs Canberra Searchenginejoblistings** ↗

9. **Technical Support Engineer Seouljobs Jobs Canberra Seouljobs** ↗

10. **Technical Support Engineer Onlinejobsearch Jobs Canberra Onlinejobsearch** ↗

11. **Technical Support Engineer Usajobsfinder Jobs Canberra Usajobsfinder** ↗

12. **Technical Support Engineer Jordanjobs Jobs Canberra Jordanjobs** ↗

13. **Technical Support Engineer Irelandjobs Jobs Canberra Irelandjobs** ↗

14. **Technical Support Engineer Restaurantjobsnearme Jobs Canberra Restaurantjobsnearme** ↗

15. **Technical Support Engineer Hollywoodjobs Jobs Canberra Hollywoodjobs** ↗

16. **Technical Support Engineer Androidjobs Jobs Canberra Androidjobs** ↗

17. **Technical Support Engineer Newyorkjobs Jobs Canberra Newyorkjobs** ↗

18. **Technical Support Engineer Nzjobs   Jobs CanberraNzjobs** ↗

19. **Technical support engineer Jobs Canberra** ↗

20. **AMP Version of Technical support engineer** ↗

21. **Technical support engineer Canberra Jobs** ↗

22. **Technical support engineer Jobs Canberra** ↗

23. **Technical support engineer Job Search** ↗

24. **Technical support engineer Search** ↗

25. **Technical support engineer Find Jobs** ↗