Technical Support Engineer - Sydney, Australia Sydney, Australia Technical Support Engineering [...]

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Company: Verkada

Location: Sydney

Category: other-general

The Role

Verkada is expanding rapidly in the APAC region. We are looking for Technical Support Engineers to support our growing base of enterprise customers in our Sydney office. As a member of Technical Support, you will join a skilled team supporting the entire line of Verkada cloud-managed building security products.Working independently and collaboratively, you will solve technical issues and advise customers on our platform. Our team is the bridge between customers, Engineering, and Product Management. If you want to make an impact and advance your career in the cloud-managed IoT space, we'd love to hear from you!

Responsibilities

Full-stack troubleshooting of the entire Verkada platform including, network, hardware, software, and electrical issues

Provide best practice design, installation, and configuration expertise to enterprise customers

Communicate technical matters to customers both orally and in writing

Own customer issues from creation to resolution

Collaborate with Engineering and Product teams to test new products and identify bugs

Write technical knowledge base articles and whitepapers

Staying up to date on the latest products and industry technologies

Build tools and processes that will scale

Requirements

2+ years of experience in a Technical Support Engineering or IT role

Bachelor's or Master's degree in related technical discipline: Networking, Telecommunications, Systems Administration, Information Technology, Computer Science, Computer Engineering, Electrical Engineering, or Cybersecurity from an accredited college

Strong understanding of network fundamentals: HTTP/HTTPS, TLS, VLANs, TCP/IP, DNS, NAT, DHCP, 802.11, firewalls, Ethernet/Cabling, PoE, and software systems

Experience with electrical, Linux, APIs, Python or other coding languages is a plus

Ability to communicate complex technical matters both orally and in writing

Excellent customer service skills and ability to multitask and prioritize in a fast-paced environment

Demonstrated problem-solving skills and attention to detail

Industry certifications are a plus: CCNP, CCNA, CCENT, CCDA, CWNP, CWNA, MCSE, CEH, Network+, Security+, A+

Sydney Office Employee Benefits

Verkada is committed to investing in the holistic health and wellbeing of all employees and their families. Our benefits and perks programs include, but are not limited to:

Generous medical, vision, & dental insurance coverage

Fertility benefits

Fitness/wellness allowance

Monthly commuter benefits

Daily allowance for in-office meals

Employee Pay Disclosure

At Verkada, we want to attract and retain the best employees, and compensate them in a way that appropriately and fairly values their individual contribution to the company. With that in mind, we carefully consider a number of factors to determine the appropriate starting pay for an employee, including their primary work location and an assessment of a candidate's skills and experience, as well as market demands and internal parity. For this role, Verkada estimates a starting annual base salary will fall in the range of approximately $102,000 – 132,000AUD. This estimate can vary based on the factors described above, so the actual starting annual base salary may be above or below this range. Annual base salary is also just one component of Verkada's total rewards package. A Verkada employee may be eligible for additional forms of compensation, depending on their role, including sales incentives, discretionary bonuses, and/or equity in the company in the form of Restricted Stock Units (RSUs).

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