
Company Description

Netsweeper is a worldwide organization specializing in Content Filtering Software Solutions. We hold the industry's most advanced proprietary global filtering system for ISPs, Telcos, governments, schools, and corporations and our customers are located around the world and in every industry vertical. Netsweeper's purpose is to protect people from inappropriate content that permeates the Internet and Web pages; our technology provides customers with the ability to choose available and allowable URLs, IMs and file transfers. Our filtering software and solutions continuously evolve and offer the most protected and managed Internet experience currently available.

Job Description

Netsweeper is looking for a passionate technical support employee to deploy and support our content filtering solution at customers' varied computing environments. The ideal candidate will have both excellent technical credentials and a friendly, consultative approach to solve customer needs.

Technical Support provides support internally to account teams virtually and collaboratively with a variety of SE technical sales activities to give our account teams more customer and partner face time by collaborating on activities. They will work to expand technical depth and coverage where limited resources currently exist and will increase account team productivity by providing high quality, timely responses to sales questions and research requests.

Technical Support will assist system engineering teams deploy the product and also may provide a support role when architecting new solutions.

Technical Support may assist sales teams in building pipeline and accelerating sales. They provide the sales organization with a competitive differentiation by demonstrating Netsweeper technologies and allowing customers to hear from subject matter experts throughout the world.

Responsibilities:

- Provide customer support, troubleshooting, knowledge transfer, and root cause analysis
- Develop a deep understanding of the Netsweeper products
- Work with developers and QA to identify and resolve more complicated problems
- Work with System Engineers to assist in the deployment and architecting solution offerings
- Address urgent issues quickly and escalate issues according to SLA
- Script solutions for frequent issues into documented or scripted processes
- Assist with product QA and acceptance testing by communicating issues and field experience to development and QA.
- Document product variances, end-user feature improvements, and operations feature improvements and provide to Product department
- Act as customer advocate making sure the customers' voices are always heard.

- Adapt installer, shell scripts and PHP scripts to meet customers' requirements.
- Document exceptions and fixes for inclusion into core product
- Provide feedback from customers, end users, and experience to product team
- Work with customer employees and consultants, including business managers, project managers, software engineers, security analysts, data center engineers, and customer NOC engineers.
- You must be comfortable setting up and using Linux (RedHat, CentOS)
- Optimizing existing servers and be able to perform server surveillance, monitoring and maintenance

Requirements:

- 1+ years' experience with Unix, including RedHat/CentOS GNU/Linux
- 1+ years' experience with Windows, including XP, Vista, 7, Windows 10 and Active Directory
- 1+ years' experience solving deployment issues with x86 servers, Windows, Linux,
- Experience with Squid Proxy, Apache, PHP, MySQL, VMWare
- Knowledge of packet capture and analysis
- TCP/IP networking, firewalls, net filter, ipfw, and general System Administration
- Knowledge of RADIUS, Diameter, and AAA systems.
- Experience with Cisco, Juniper, and other routing and firewall product lines is an asset.
- Good consulting and problem-solving skills
- Excellent spoken and written communication skills
- Able to work well in the face of tight deadlines and tough technical challenges
- Likes to interact directly with customers to achieve customer satisfaction
- Prompt, responsive, responsible and friendly approach to customer problems
- Ability to rapidly gain in-depth knowledge of Netsweeper solution
- Aptitude for streamlining process to make one's job more efficient
- Ability to effectively prioritize multiple tasks

Desired:

- Participation in open source projects
- Savvy about online collaboration
- Knowledge of a variety of server hardware
- Knowledge of network operation center policy and process

Additional Skills:

- Excellent communication skills
- Self-starting and motivated
- Ability to flex hours as needed

- Strong time management and multi-tasking abilities
- Adept at team work and problem-solving

What We Offer:

- Health and Dental benefits
- Health Spending Account (HSA)
- Three weeks' vacation
- Financial assistance for job-related PD (annually)
- Opportunity to work with talented colleagues
- Snacks & coffee to keep you alert and motivated
- Flexibility within one's work schedule to assist with work-life balance challenges
- Team activities and events
- Casual, comfortable office environment in which to work
- Free on-site parking as well as convenient access to public transport

If you are looking for an opportunity to learn new skills and join a progressive, leading edge company, apply today to careers@netsweeper.com with your **Cover Letter** and **Resume**. Please include "**Technical Support, Waterloo**" in the subject line.

Netsweeper is committed to fostering an inclusive, accessible work environment, where all employees feel valued, respected and supported. Netsweeper offers accommodation for applicants with disabilities as part of its recruitment process. If you are contacted to arrange for an interview or testing, please advise us if you require additional accommodation.