**Network & Security Support Engineer**

Dataway, Inc. is a leading managed network & security services provider located in San Francisco.

Dataway is looking for a network security engineer to support our global customer base. If chosen, you will work for a 24x7x365 global IT support desk. For the first 30-60 days, work resides in the office with the daytime staff for training purposes. After the first 30-60 days, work transitions to a rotating schedule supporting daytime, after-hours (4-midnight) shifts and weekends as needed. Schedule must remain flexible. Work is done primarily via email and phone and can be done remotely.

**Responsibilities**

- Triage incoming technical issues for managed hardware and software
- Open tickets, assign resources, and track to resolution
- Uphold SLA's and customer response metrics (KPI's)
- Understand monitoring and actively tune thresholds and alerts
- Ensure integrity of customer backups, perform password sweeps, and other maintenance
- Answer questions from customers about the features and capabilities of their hardware and software
- Interact with vendor partners and escalate issues as needed
- Communicate customer needs and wants to our Sales and Professional Services staff
- Work to streamline and standardize support processes

**Requirements**

- 2-3 years previous experience in a technical support role
- Excellent understanding of the technical fundamentals of the Internet, 7 layer OSI model
- Solid knowledge of internet protocols such as SSH, FTP, SFTP & HTTP/S, as well as the ability to use diagnostic tools such as traceroute, ping, and tcpdump
- Understanding of security terms and technology including firewalls, VPNs, routing
- Strong Linux skills. Ideal candidates should have setup and run their own Linux servers
- Excellent Windows, Mac & Linux troubleshooting ability
- Good listener with the ability to identify a customer problem with a goal towards final resolution
- Ability to function, manage, and excel within a diverse stakeholder environment.
- Excellent communication (oral and written) and collaboration skills. Excellent telephone manners. Some support will be provided over the phone
- Ideal candidate will have some firewall management and system administrative experience

**Other Details**

Dataway offers a competitive salary and a full list of benefits, including health, 401K, vision and dental coverage. You will work in a fun and creative environment with a talented group of individuals that have passion for providing excellent customer service.