

## Senior Support Engineer

Do the terms AWS, ICMP, SQL, SNMP and RAID-10 mean something to you? Are you passionate about solving complex problems that others give up on? Do you enjoy helping other IT professionals? We are seeking an experienced engineer to provide infrastructure support as well as support our monitoring solution, EventSentry.

### What you like

- Helping customers solve easy as well as tough problems
- Technology, and keeping up to date with it
- Being a knowledgeable and trusted resource
- The feeling of accomplishment when you finish a project
- Having a positive impact on your environment

### What you must have

- Excellent problem-solving skills
- Impeccable written and verbal communication skills
- 5 or more years of experience in the IT field

### You must have a solid understanding of

- Windows Server 2003 - 2012
- Windows 7 - 10
- Active Directory, including group policy and auditing
- TCP/IP as well as network protocols like SNMP, Syslog and SMTP
- Common troubleshooting approaches for network and OS issues
- At least one scripting language (Perl, Python, Powershell, ...)

### You have a good understanding of

- Relational databases like SQL Server, MySQL and/or PostgreSQL
- Virtualization technology like VMWare and Hyper-V

## **Ideally, you have a good understanding of**

- AWS and/or Azure
- Linux

## **What you are**

- Reliable & dependable
- Organized
- Self-driven and motivated
- Able to multi-task between different tasks when necessary

## **What you will be doing**

- Help our users via email, telephone & remote support
- Work with & improve our award-winning monitoring solution
- Reproduce customer issues and setups in isolated test environments
- Create knowledge base articles and tutorials based on support interactions

## **Technologies you will work with**

- Windows Server 2003 - 2012
- Microsoft SQL Server, PostgreSQL, MySQL
- VMWare & Hyper-V

## **What we offer**

- A flexible and creative work environment with little red tape
- Environment where you can make a difference
- Opportunity for growth
- Health insurance, including dental & vision
- A brand-new office space at a great location
- 3-weeks vacation
- On-site Gym

## **How to apply**

Send your resume **with** a cover letter to [hr@netikus.net](mailto:hr@netikus.net).