



Tier 2 Technical Customer Support Engineer

Location: Remote or Indianapolis, IN

The Tier 2 Technical Customer Support Engineer plays a critical role in supporting our post-sales Scale Computing customers, because our number one goal is to make our customers exceptionally happy when they seek our support. We believe in best-ever experiences from the inside out—so this means we’re looking for an approachable, friendly candidate who will love their co-workers as much as we love them.

A successful Tier 2 Support Engineer requires impeccable problem-solving, communication, and interpersonal skills, patience, a customer-friendly attitude, and the ability to work in a team environment. Our employees are intelligent, enthusiastic, entrepreneurial, and actively create the vision of Scale Computing.

Unlike Tier 1 Support Engineers, Tier 2 Support Engineers will be required to work directly with multiple Scale Computing teams for complex issues, including Product and Engineering, and will be responsible for resolving cases directly from customers and those escalated from the Tier support team. Every member of our Support team will strive to maintain an above-industry average Net Promoter Score (NPS) and meet/exceed Team and Individual goals and Key Performance Indicators (KPIs) as established by Support Management. Bonus points for those who are obsessed with high customer satisfaction.

Great candidates will look like this:

- Enjoy troubleshooting and problem-solving analytically
- Understand customer needs and ensure clarity on the status of technical issues
- A team player who can work well within the team and collaborate cross-functionally, especially in a remote environment
- An excellent communicator, written and verbal, who is efficient and effective with customers and colleagues via web conferences, email, and in-person interactions
- A motivated self-starter who thrives on prioritization and follow-through
- Passionately creative in mindset and has the ability to adapt quickly to evolving business needs

Required Skills/Experience

- Strong understanding of virtualization technologies, networking, Linux CLI, Windows Administration, and storage technologies.
- Demonstrated experience in handling both technical and customer escalations.
- Project management experience preferred.

- Excellent communication skills tailored to audiences at all levels, including C-suite executives, engineering, and other business support staff
- Proficient organization, project management, and follow-through.

Responsibilities

- Complete Scale Computing's Onboarding program and work with management to identify any gaps in the training plan
- Provide support for the hyperconverged computing clusters for Scale Computing customers and partners.
- Answer customer calls and respond to customer cases via all origins (email, chat, etc.) while delighting our customers with a friendly and helpful experience.
- Advanced troubleshooting and problem-solving skills at the network and OS levels and the ability to identify Tier 1 knowledge and/or training gaps for coaching opportunities
- Escalate issues appropriately beyond the scope of Tier 2, as well as set customer expectations for follow-up (i.e. when to expect a follow-up contact and by whom)
- Become a Subject Matter Expert in at least one of the following areas: Linux, Windows Server, Networking, Migration Tools, Performance, VMware, and other areas as defined.
- Work on important Scale Computing Support Initiatives as assigned by Support Management. Effective time management skills are required to do this successfully.
- Demonstrates consistent adherence to case management requirements and produces useful Knowledge Base artifacts/articles
- Participate in the on-call rotation as agreed by the Tier 1 & 2 Support team. When on-call, be prepared to address technical issues at all times
- Partner with our Services team for scheduled Service-related tasks including installation of SC//Platform.
- Provides excellent customer service to EVERY internal and external customer.
- Understand 3rd-party applications sold and supported by Scale Computing
- Stay up to date on new product features and updates, and proactively seek out additional resources and training to deepen understanding of the product.

Compensation & Benefits

- Competitive, based on experience
- Stock options
- Comprehensive Health Plan including Medical (HDHP & PPO options), Dental, Vision, STD, LTD, & Life Insurance options
- PTO & paid Company holidays
- 401k Plan with match

This is a full-time, permanent position and may be remote or based out of our downtown Indianapolis HQ.

If you've reached this point in the job description and feel you're still not sure if you should apply...Just do it! We know there are no perfect applicants. You may not have 100% of all those bullets listed above—and that's okay. If you feel like you're not going to fit in with our teams, you'll be surprised. We're one Scale Computing, which means however you identify and whatever background you bring with you, we encourage you to apply if it's a role you can be passionate about doing every day. Please send your resume, with the job title in the subject line to careers@scalecomputing.com.

Scale Computing, Inc. is an Equal Opportunity Employer. Individuals seeking employment at Scale Computing, Inc. are considered regardless of race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.

About Scale Computing

Scale Computing is a global business with offices around the world, thousands of customers, and countless applications running on our industry-leading hyper-converged platform. We enjoy this success because we have made a conscious effort to build this amazing company person by person – could you be the next to join us as the newest Scaler?

Scale Computing was founded on the belief that transparency and collaboration create a culture of ownership, success, and empowerment; more empowered employees are more productive employees. At Scale Computing, we build empowerment through diversity and our core values of: Integrity, Innovation, Collaboration, Success, and Fun.

We are an “all killer, no filler” organization and believe everyone has an important role. We look for highly-motivated, smart, fun people to fill those roles. If working with other amazing people to help us build a wildly successful company sounds like fun to you, we'd love to hear from you.