



BlueCat Networks, the IPAM Intelligence Company™ is a profitable and rapidly growing leading provider of enterprise-class IP Address Management (IPAM) platforms and secure DNS / DHCP network administration appliances. Our award-winning Proteus™ IPAM platforms and Adonis™ family of DNS / DHCP appliances are helping meet the rising IP management demands of small-medium enterprises, government, military, financial services, retail and manufacturing organizations worldwide.

TECHNICAL SUPPORT ANALYST

BlueCat Networks is looking for a dynamic, self-sufficient individual looking to start or develop a career in technical product support.

The Technical Support Analyst works directly with customers on a daily basis to resolve technical product issues, and also acts a primary point of contact for questions about BlueCat's products. Working as part of the Customer Care team, the Technical Support Analyst is part of a world-class team and organization that strives to ensure that Customers receive the answers and/or solutions required in an efficient and effective manner that meets or exceeds turnaround expectations. This position reports directly to the Manager, Customer Care.

Responsibilities

- Provide customers with electronic and telephone-based technical product support
- Configure and troubleshoot BlueCat's products, including Adonis and Proteus
- Work in a 24/7 environment with the flexibility to work rotating shifts
- Track support case activity in an automated support portal
- Produce and publish customer-facing knowledgebase content
- Willingness to participate in the Support On-Call rotation

Qualifications

- Strong understanding of internet and network technologies such as TCP/IP, SMTP, SNMP, DHCP, DNS, WINS, and FTP
- Background or experience with networks in mixed environments including Linux, Unix and Microsoft
- Knowledge of Linux and Microsoft Windows operating systems
- Familiarity with Java, PostgreSQL, or JBoss is an asset
- Strong oral and written communication skills
- Ability to quickly learn new technologies
- Excellent problem solving and time management skills
- Ability to work under pressure and make sound decisions
- 1-3 years experience working with Enterprise Customers
- Education: university degree or college diploma in a computing-focused discipline
- Fluency in languages (other than English) would be an asset

We appreciate all applications, however, only those selected for an interview will be contacted.
