



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 Account Manager

The TAM (Technical Account Manager) works with assigned key large enterprise accounts to provide ongoing technical account management and consulting services for BlueCat's IPAM solution and associated DNS/DHCP service appliance. This position is a key part of BlueCat's overall solution, taking over responsibility for these accounts following a successful implementation of the systems by BlueCat's professional services group.

ESSENTIAL DUTIES/RESPONSIBILITIES:

- Answer questions about the use of the product
- Provide information about updates, issues, workarounds and other product related developments
- Investigate technical issues with the use of the product
- Monitor customer systems as required
- Provide guidance on the use of the product in the customer environment
- Plan and support upgrades and major changes
- Visit on site when required to resolve technical issues or to perform onsite reviews (minimal travel required)
- Maintain a log of all interaction and activity with the customer
- Provide status reports for management as required
- Initiate contact with the customer at least once every two weeks

QUALIFICATIONS:

- Expertise in Linux/Unix system management (scripting, monitoring, conf file editing etc...)
- Deep knowledge of networking protocols and experience in debugging network issues (packet capture and analysis etc...)
- Thorough understanding of DNS and DHCP
- Experience with other common protocols and services (FTP, TFTP, NTP, SNMP, syslog etc...)
- Good written and spoken communication skills
- Superior customer service skills

EDUCATION/EXPERIENCE:

- University Degree or Post Secondary program in technology (with Certification)
- 6 to 8 years of IPAM, DNS/DHCP industry and customer relations experience.

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