

Senior Network Support Engineer

Secure64 was founded with a singular purpose – to develop and deploy a DNS that is built from the ground up to be secure. Secure64 products are now deployed around the world, protecting over 1 billion subscribers. Are you interested in helping us protect our customers from “bad actors” trying to compromise and defraud people on the Internet? Then joining Secure64 as a Senior Network Support Engineer is the right choice for you.

The Job

This is a highly entrepreneurial team, always looking for innovative ways to improve status quo and solve difficult problems in new and better ways. We are looking for an senior network support engineer experienced with Domain Name System operation. You will work in a fast-paced environment, reporting into the development organization and acting as the point for engineering escalations. The position requires excellent communication skills, strong technical and debugging skills, along with a drive to make a difference.

At this point, we hope you're feeling excited about the job description you're reading. Even if you don't feel that you meet every single requirement, we still encourage you to apply. We're eager to meet people that believe in Secure64's mission.

The Responsibilities

- Analyze and resolve support escalation requests
- Duplicate and troubleshoot issues from customer sites
- Take ownership of technical issues, working with cross-functional teams to document problem definition, troubleshooting procedures, and resolution steps
- Identify process & workflows for improvement or automation

The Requirements

- Bachelor's degree in Computer Science/Engineering or related technical field
- Expertise in network troubleshooting
- Strong experience with Python
- Advanced with Linux command line and Linux administration (RedHat, Debian)
- Experience utilizing source code repositories such as Git
- Strong software troubleshooting skills and experience
- Natural team-player who can work seamlessly with engineers across the organization
- Excellent communication skills

Bonus Points

- Master's degree in Computer Science/Engineering or related technical field
- Led implementation of a commercial DNS system
- Knowledge of network security, authentication and authorization
- Experience with configuring and managing DNS systems

About Secure64

Secure64 offers a competitive compensation package including salary; choice of medical, dental and vision plans as well as many other perks.

Secure64 is an equal opportunity employer and considers qualified applicants for employment without regard to race, color, sex, sexual orientation, gender identity or expression, religion, national origin, marital or familial status, age, disability, veteran status, military service or application for military service or any other characteristic protected by law.