

Position Title: Customer Support Engineer

Company Summary:

Rapidly growing company with innovative technology designed for organizations who want to manage their unstructured, electronic sources of information (ESI) for the purposes of Legal Discovery / eDiscovery, records classification & management, file / storage management and governance, compliance & risk management.

Company Location: Austin, TX

Position Location: Company Headquarters

Summary of Position:

We are looking for driven, technology savvy individuals to join StoredIQ's Support team. You will be responsible for providing technical support, designing and presenting customer specific solution architectures, and managing the deployment of our products and services. You must be a self-starter with excellent written, verbal and organizational skills and the ability to work under deadlines. Problem analysis, customer support skills, and previous work experience in enterprise information systems is a must. The primary responsibilities of the position will include, but is not be limited to:

- Providing technical support to customers and partners
- Providing technical support to Field Services team members
- Isolating product issues and optimizing customers' configuration
- Supporting our services and solution deployments for customers and partners
- Building and maintaining strong rapport with customers and partners
- Working with and providing support information to Marketing, Product Management, Engineering and other departments.

Work Experience/Technical Qualifications:

- Minimum of 5 years in a Support or Functional Testing role
- Minimum 3 years experience implementing enterprise level software solutions
- Experience with Linux, and Microsoft service topologies
- Experience working with data center and networking environments.
- Experience with SQL Databases

“Soft Skills”:

- Ability to interact with diverse personnel, including, but not limited to, technical and non-technical resources.
- Working and selling to sophisticated, savvy customers who are used to premier treatment from their technology vendors.
- Working with other highly analytical, highly intelligent resources (internally and externally).

- Ability to handle stress and multiple projects without losing focus of the overall priorities.
- Professional, articulate, efficient communication – both verbal and written.

Salary commensurate with experience.

Please e-mail resumes and cover letters to jobs@storediq.com.