Alteeve   https://alteeve.com

Junior/Intermediate Customer Support Position

Job Description;

Alteeve is looking for a junior or intermediate technician for a customer support position. The support provided is remote, with occasional travel to client site (few times a year). You will provide support to clients using our Anvil! Intelligent Availability™ platform and Vault backup services. This includes addressing performance issues, administering Acronis backup tasks, and so forth.

This position can evolve into a sysadmin or programmer role over time.

Skills;

- Inherent diligence when working on client systems is an absolute must.
- An excellent demeanor with customers, peers and coworkers is absolutely essential.
- Strong Communications skills with written and oral proficiency in English. Multilingual fluency, particularly in French or Spanish, a strong plus.
- Experience with diagnosing issues with Microsoft Windows Server 2016+ and Windows 10+ is required. Specifically, performance related concerns and boot issues are primary.
- Experience with Red Hat Enterprise Linux / CentOS (6+) is an asset. We will provide training to improve Linux skills as needed.
- Experience with Acronis backup tools is a bonus. Will train as needed.
- Familiarity with networking a bonus. Specifically, familiarity with network access tools (ssh, rdp, vnc, etc) and basic understanding of networking (ips, subnets, etc).
- Familiarity with Linux and High Availability concepts a plus.

Responsibilities;

- Primary responsibility will working with clients to address day to day operational tasks.
- Providing support for internal Alteeve systems will be required.
- Applicants able or willing to work in our office a plus.
- Scheduled on-call / emergency support.

Compensation;

- Salaried position, $50,000 to $60,000/year, based on qualifications.
- Generous family benefits package provided.

About *Alteeve*;

Since 1997, Alteeve has designed, installed and supported high quality systems to our clients. Since 2009, Alteeve has developed our autonomous on-premises "local cloud" system called "The Anvil!". The Anvil is a platform for hosting and protecting client servers in everything from data centers to cargo vessels.

Alteeve is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

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