

Support and Professional Service Engineers

- An advantage will be:

- Good knowledge of Microsoft Exchange 2007/2010/2013
- Good knowledge of Windows Server 2003/2008/2012

Key Tasks:

- Manage and resolve customer issues:

o Daily work:

- Review queue of open tickets and ensure each ticket is being handled appropriately and promptly.
- Track customer status for each ticket (e.g. customer's support level, other open tickets the customer has, customer satisfaction level, etc.).
- Research issues, including trying to recreate the customer issue, as required.
- Escalate issues to Engineering as required.
- Provide phone support and chat support as required.
- Ensure that tickets have proper attributes/tags and that all customer interactions and any additional status updates (e.g. status on research, etc.) are properly documented.

o Additional work:

- Continuously improve technical knowledge of OPSWAT products.
- Be aware of new releases and new release content.
- Ensure up-to-date knowledge and understanding of common issues and resolutions/workarounds.
- Stay up to date with new knowledge base articles.

- Contribute to the corporate knowledge-base:

- o Create new customer facing knowledge base articles.
- o Create internal knowledge base articles.
- o Review and update existing articles.
- o Self-train using knowledge base articles.
- o Search knowledge base when trying to resolve issues.

- Build custom configurations of Metascan (Metascan Customs):

- o Build Metascan Customs as needed.
- o Track and document each Metascan Custom build.

- o Ensure up-to-date knowledge and understanding of Metascan Custom build components and process.

- Add support for endpoint products to OESIS:

- o Add new signatures to OESIS using the OESIS Architect.

- o Add new methods to OESIS using OESIS's scripting framework.

- Other activities:

- o Test new OPSWAT product releases:

- All OPSWAT employees are expected to test and provide feedback on new Alpha, Beta, and Production releases of our products.

- o Comparative analysis of AV engines (e.g. performance, malware detection rates, etc.) using Metascan:

- Research detection rates based on sample sets of files.

- Review performance of engines under different loads, using different hardware specifications, etc.

- o Thought Leadership Articles:

- Publish articles on the OPSWAT blog based on work performed at OPSWAT.

- o Special Projects / Proof of Concept work:

- Provide light engineering or light IT work to help with Proofs of Concept on new uses for OPSWAT products.

- Measurement:

Employee performance will be measured on the following points:

- o Ticket resolution volume

- o Ticket resolution turnaround time

- o Customer satisfaction ratings

- o Number of knowledge base articles created / updated

- o Number of OESIS signatures

- o Number of OESIS methods

- o Work alignment to quarterly goals

If you would like to join our new team in Timisoara, Romania, please apply for this position by sending your resume to rchilu@opswat.com