AGILEBLUE

Support Engineer

AgileBlue is seeking a Support Engineer to join our amazing team. We are looking for a self-starter with strong technical and communication skills to provide direct customer support, working closely with the Customer Success, Development, and Engineering teams to best assist our users. To be successful, you will need to have strong critical thinking skills, flexibility, and a solid background in troubleshooting a variety of networks and operating systems. You will also assist the engineering team in software development, product improvement, and cloud and application management. This is a full-time position that may require working outside of normal business hours to provide support to customers in a variety of time zones.

You will report to the Director of Operations.

About AgileBlue:

AgileBlue is a SOC-as-a-Service (SOCaaS) platform that detects cyber threats faster and more accurately across entire digital infrastructures and clouds. We work directly with companies to provide them 24/7 monitoring and detection of cyber threats. We also partner with MSPs, account and advisory firms, and general contractors to provide their clients with our SOCaaS. Our products are 100% cloud-based including advanced machine learning and user behavior analytics backed by our team of cyber experts. Learn more about us by visiting AgileBlue.com.

Responsibilities:

- Thoroughly understand all aspects of our product with the ability to troubleshoot both common and unique problems.
- Provide world-class customer technical support via a variety of channels, including live chat, phone, email, and video calls.
- Relay feedback to the Development and Engineering teams to ensure continuous product improvement and resolve recurring issues.
- Coordinate with the Customer Success team to support the entire client base.
- Create and maintain technical documentation, including knowledge base articles and FAQs.
- Participate in the testing and deployment of new software releases.
- Provide training to customers on our products and services.
- Manage a support ticketing system and meet defined KPIs.
- Provide pre-sales technical support, including technical demos.
- Coordinate with the entire team to establish deadlines and complete activities/deliverables under changing conditions.
- Participate in code reviews and integration testing of solutions.

Qualifications:

- Bachelor's Degree in Computer Science or a related field or commensurate real-world experience
- Knowledge of Windows, Mac, and Linux Operating Systems.
- Experience with software and hardware troubleshooting.
- Strong problem-solving skills and the ability to think critically.

- Customer-focused with a strong commitment to customer satisfaction.
- Ability to be self-sufficient while working within a smaller team.
- 2-3 years related professional experience.
- Outstanding verbal and written communication skills.

Job Type: Full-time Employment

Work Location: 9000 Sweet Valley Drive, Cleveland OH 44125 *AND/OR* remote

Benefits:
- Remote work flexibility
- 401k
- Unlimited PTO
- Access to educational and training opportunities as needed

To apply, send resume to Tim Moody, tmoody@agileblue.com, with title of position in subject line.