

Title: Technical Support Engineer
Position Status: Full Time
Direct Supervisor: Director of Operations
Direct Reports: No
Bonus Potential: 10%

About PKI Solutions

At PKI Solutions, we're passionate about creating innovative solutions that help businesses achieve their security goals. Our team of experts brings decades of experience in Public Key Infrastructure (PKI), enabling us to provide cutting-edge products and services to our clients. We take pride in our commitment to excellence, customer satisfaction, and staying at the forefront of industry trends.

This position is for individuals who are highly motivated, self-directed, and have a desire to work in cybersecurity. You must possess excellent analytical and interpersonal skills and have the passion to deliver outstanding support.

About this Role

As a Technical Support Engineer, you will be the primary point of contact for customers experiencing technical challenges and provide technical and functional support to business users of our software. You will work closely with business SMEs and the product delivery team to address user community questions regarding application functionality, identify production issues and their resolutions, and facilitate customer onboarding to our applications.

Technical

- Monitor and analyze customer telemetry data to gain valuable insights into potential issues and proactively collaborate with the end user to ensure proactive service
- Collaborate across several departments to relay customer feedback, identify recurring issues, and contribute to improving products and services.
- Proficiently develop reports tailored for customer status updates on software & training, demonstrating keen attention to detail, data accuracy, and an ability to present information in a clear and meaningful format.

Operations

- Proactively identify opportunities to improve support processes, tools, and workflows, contributing to the overall efficiency of the technical support function.
- Develop and maintain subject matter expertise in relevant domains, staying abreast of industry trends, advancements, and best practices to provide informed guidance, contribute to effective decision-making processes, and serve as a go-to resource within the organization.
- Exhibit a strong sense of accountability and ownership by taking initiative, assuming responsibility for tasks and projects, and consistently delivering results with a commitment to excellence and the achievement of organizational objectives.
- Efficiently manage our service desk operations by owning the ticket resolution processes, ensuring timely and effective communication with end-users, and ultimately owning and driving a responsive and customer-focused resolution process and service

Customer

- Continuously improve our customer knowledge bases by regularly updating and creating relevant documentation, guides, and articles, fostering a culture of continuous learning and providing valuable resources for team members and clients alike.
- Efficiently manage customer software versions, ensuring seamless updates and upgrades while proactively communicating with clients to address concerns, implement improvements, and deliver a superior software experience.

- Facilitate customer enrollment, onboarding, and upgrades with our training courses and product by providing personalized assistance, addressing inquiries, and ensuring a smooth registration process, fostering a positive customer experience and supporting their professional development journey.
- Build and nurture strong professional relationships by fostering open communication, demonstrating reliability, and consistently delivering on commitments, cultivating an environment of trust and collaboration within and outside the organization.
- Proactively engage and communicate with stakeholders at various levels, ensuring clear and timely dissemination of project updates, milestones, and key information, fostering a collaborative and informed environment that aligns with organizational goals.

Basic Qualifications

- 2+ years of work experience in Engineering, Programming, or Technical Support.
- Degree or equivalent relevant experience required. Experience will be evaluated based on the core competencies (e.g., extracurricular leadership roles, military experience, volunteer roles, work experience, etc.).
- Demonstrated skill in Customer Support or Customer Service in a customer-facing role.
- Ability to effectively prioritize and advance customer issues, as required.
- 3+ years in Windows Administration.
- 3+ years with Active Directory and DNS administration.
- 1+ year experience using Command line operations.
- Excellent written and verbal communication skills.
- Demonstrated skill in Customer Support or Customer Service in a customer-facing role.

Preferred Qualifications

- Understanding of internet technologies: firewalls, web servers, proxy servers, etc.
- Understanding of setting up and configuration of Virtual Machines
- Understanding of setting up and configuring MS SQL Databases and access controls
- Understanding of DevOps practices and tools
- Experience using Splunk dashboards to monitor applications.

Success Criteria

The success criteria for this role include technical support, customer onboarding and communication. Clear communication of issues and managing customer expectations and timelines, and strong ownership contribute to overall success in this role.

Other

- **Supervisory Responsibility**
 - This position has no supervisory responsibilities.
- **Work Environment**
 - This job operates in an office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets, if applicable.
- **Physical Demands**
 - Lift 10-15 pounds
- **Position Type and Expected Hours of Work**

- This is a full-time position located in Portland, OR. Typical work days and hours are Monday through Friday, between 8:00 a.m. to 5 p.m. or as scheduled with the employee's supervisor.
- **Travel**
 - No
- **Work Authorization/Security Clearance**
 - US citizenship or permanent residency is evidenced via the current I9 process.
 - Visa Sponsorship is not available.
- **Other Duties**
 - Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.