**Technical Support Engineer**

**Job Description**

RiverMeadow is looking for an enthusiastic and motivated person who wants to be right in the middle of the fast paced and growing industry of cloud computing. You will be working with and assisting Customers with exciting new cloud products, and will be an integral member of the Support Team.

As part of the Support Team, you'll work directly with Customers and engineers in a dynamic, open environment. You’ll employ front-line techniques and best practices in Support to best represent and serve the Customer voice.

You are a highly motivated team-player who can easily communicate your ideas, but have the sensibility to listen to input from a variety of sources, be they creative or technical. While you have the determination to get the job done, you won't compromise on the quality of your work.

**Major Responsibilities:**

* Create and track support tickets received via email or telephone from both internal and external sources.
* Open new tickets and work issues to completion.
* Resolve and/or escalate customer issues as appropriate.
* Act as primary point of communication for customers.
* Document known solutions for both internal collaboration and public consumption.
* Perform system monitoring and respond to alerts. Document all events that transpire during shift and escalate alerts when needed.
* Prepare thorough handoff reports for the oncoming shift team to ensure follow-up on outstanding issues and continuity of operations.
* Test new releases to ensure common customer use cases are fully functional.
* Rotate after hours and on call support.

**Position Qualifications/Requirements:**

* The ability to provide and deliver world-class support to our customers and partners by being responsive, proactive, and professional in all interactions.
* Work cohesively with other departments to ensure the customer's voice is represented and resonates in internal conversations.
* Ensure customer satisfaction through outstanding customer service and high quality technical responses.
* Effectively prioritize and escalate customer issues as required.
* Write code samples, articles and tutorials that demonstrate best practices and workarounds for common issues.
* Maintain deep working knowledge of the RiverMeadow SaaS on an ongoing basis, testing new features as they become available.
* Maintain the client support knowledge base for external and internal usage.
* Must possess excellent written and verbal communication skills.
* Proven ability to communicate with individuals at all levels of an organization.
* Ability to rotate through after hours and on-call support shifts in a 24/7 environment.

**Desired skills (not mandatory):**

* Familiarity and understanding of Linux (CentOS, RHEL, Ubuntu, SUSE) and Windows (2003, 2008, 2012, WinPE) environments
* Knowledge of bash, shell scripting, python, ec2tools, networking
* Working knowledge of API and web-services based on REST/XML/JSON
* Working knowledge of DBs like mysql / Postgres. NoSQL, CQL
* Knowledge of VMware, vCloud, OpenStack, Amazon Web Services, EC2, S3, Azure

**About RiverMeadow**

RiverMeadow Software is enabling cloud orchestration and agility in cloud computing by making it easy to virtualize and move live workloads into and across public and private clouds. We’re how enterprise customers will avoid lock-in to take advantage of the best execution venue, and how service providers will acquire business faster. Founded in 2009, RiverMeadow helps unlock the value of cloud computing.