**Role: Technical Support Engineer (Endpoint)**

**Location: Remote**

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| Role: |  | Technical Support Engineer |
| Role Category: |  | Admin/Maintenance/IT Security/Datawarehousing/Technical Support Engineer |
| Industry Type: |  | IT-Hardware & Networking, Software, IT-Security, Cloud Security |
| Functional Area: |  | IT Software - Network Administration, Cyber security |
| Keywords: |  | Product Training, Product Management, Defect Tracking, Technical Support |

**Sophos Overview – Cybersecurity Delivered**

Sophos is a worldwide leader in next-generation cybersecurity, protecting more than 500,000 organizations and millions of consumers in more than 150 countries from today’s most advanced cyberthreats. Powered by threat intelligence, AI and machine learning from SophosLabs and SophosAI, Sophos delivers a broad portfolio of advanced products and services to secure users, networks and endpoints against ransomware, malware, exploits, phishing and the wide range of other cyberattacks. Sophos provides a single integrated cloud-based management console, Sophos Central – the centerpiece of an adaptive cybersecurity ecosystem that features a centralized data lake that leverages a rich set of open APIs available to customers, partners, developers, and other cybersecurity vendors. Sophos sells its products and services through reseller partners and managed service providers (MSPs) worldwide. Sophos is headquartered in Oxford, U.K. More information is available at [www.sophos.com](http://www.sophos.com).

**Role Summary:**

As a Technical Support Engineer, you will have the opportunity to support our customers and learn cutting edge technologies in the dynamic software security space.

**What you will do (Main duties):**

* Having a strong customer service focus with the commitment to excellence and desire to delight customers and being a customer ambassador who is passionate about creating a positive customer experience
* Solving technical problems and delivering an experience so profound that customers love using our products and services and actively recommend them to others
* Handle customer complaints and escalations (via phone, email, remote desktop) by talking to customers directly.

**What you will bring:**

* **Strong technical knowledge and understanding of IT Security concepts**, including antivirus, networking and encryption technologies.
* **Excellent verbal and written communication skills**, inspiring confidence while leading customers through the steps to resolve issues via phone and email.
* Advanced computer skills.
* **Basic understanding of network protocols like** HTTP, SMTP, FTP, SMB, DNS, DHCP, Linux, Unix, Postfix, DNS, BIND, Networking, Network security, Apache, Squid, SQL, Proxies, Email security, http protocol, PostgreSQL, shell scripting, bash, web proxy, web security, spam filtering, Active Directory.
* **Thorough knowledge and understanding of the following concepts:** Security, Cloud, Data protection, Encryption, Malware, Spyware, Cyber Security, Firewalls, Antivirus and Disaster Recovery.
* **Knowhow of installation and configuration of Mac OS, UNIX or Netware would be added advantage.**