



Customer Experience - Hands-on Systems Engineer

<https://www.rtbrick.com/jobs/customer-experience-hands-on-systems-engineer>

Feel free to email us at denog@rtbrick.com, and we'll try to meet up here at DENOG.

If you spot **Elmar Kirchner** or **Christian Giese** walking around, don't hesitate to say hello directly!

Description

RtBrick is seeking a hands-on Systems Engineer to join our mission of developing open, highly automated, and democratized software solutions. In this role, you'll have the opportunity to work with network disaggregation, container technologies, DevOps practices, and a new generation of software networking stack based on distributed systems principles. This position offers an exceptional chance to learn, grow, and expand your expertise in emerging application and technology domains.

As part of our dynamic and fast-paced team, you'll be responsible for delivering high-quality code that meets the complex requirements of large-scale systems. Our team thrives on open communication, empowerment, innovation, teamwork, and a focus on customer success. We believe in a "pay for performance" culture, where your growth, achievements, and rewards are only limited by your ambition and dedication.

Requirements

- Experience selling and supporting carrier or cloud provider networking infrastructures.
- Strong understanding and knowledge of TCP/IP, MPLS, BGP, ISIS/OSPF, IPv6, VPN, QoS, and Firewall.
- Strong understanding of access-related protocols like IPoE (DHCPv4/v6), PPPoE, L2TPv2, RADIUS, and Subscriber Management.
- Understanding cloud deployment paradigms using containers, DevOps, and automation is highly desirable.
- Ability to communicate complex technical and sales issues effectively to a variety of audiences, including executive-level technical decision-makers.
- JNCIE or CCIE certification is desirable.
- BS/BA in EE/CS or equivalent with 5-10 years of experience.
- Team player with a can-do attitude, able to work well in a group environment while contributing individually as well.

Responsibilities

- Set up demos and presentations at customer locations or in the cloud for various network topologies.
- Highlight the points of differentiation of RtBrick Full Stack (RBFS) compared to the competition.
- Understand customer use cases and develop appropriate architectural solutions from a network topology standpoint.
- Collaborate actively with the engineering team to translate customer requirements into feature requests, review functional specifications, and assist in reproducing customer issues.
- Work closely with sales to evangelize and promote the capabilities of the RtBrick Full Stack (RBFS).
- Focus on customer success and satisfaction, driving engineering efforts to solve customer problems.

We offer an excellent work environment that fosters creativity, innovation, and a healthy work-life balance. There are great opportunities for professional growth and skill development, including attending conferences, access to training, and certifications. Our flat hierarchies encourage open communication and collaboration across all levels of the company. You will work on industry-leading products that have a global impact, contributing to the evolution of modern networking solutions. This position is fully remote, allowing you to work from a home office, but it also requires some travel and stays at customer or partner locations.