Hello,

The Red Hat Support Engineering team is looking for a Technical Support Engineer to join us in Pune, India. In this role, you will help resolve issues for enterprise customers by providing high-level technical support and sustaining engineering services to maximize up-time and reduce IT costs. The Support Engineering team is dedicated to resolving issues quickly and efficiently. You will collaborate with our top customer developers and architects, and assist our technical support engineers with complex and challenging issues. You'll also partner closely with Development Engineering teams and work alongside some of the brightest developers in the open source community and with Red Hat's key strategic cloud partners like Microsoft to jointly solve multi-vendor customer issues. You'll have a great opportunity to join one of the fastest growing enterprise software and services companies and the leader of open source software.

Primary Job Responsibilities:

* Partner with the Red Hat OpenShift Container Platform, Red Hat OpenShift Dedicated, Red Hat OpenShift Online, and OKD communities to develop and review patches and test cases
* Analyze upstream development against current customer reported defects and develop patches to resolve issues
* Use tools like cURL, Git, Docker, Kubernetes, strace, and Wireshark to investigate and troubleshoot technical issues
* Document customer interactions including investigation, troubleshooting, and resolution of issues
* Work closely with Red Hat's development engineers and assist production support engineers and technical account managers
* Partner with Red Hat's strategic cloud partners like Microsoft to jointly solve multi-vendor customer issues
* Demonstrate considerable judgment in selecting methods and techniques to obtain solutions
* Maintain a commitment to providing the best experience possible for Red Hat's customers
* Manage your workload to ensure that all customer issues are handled and resolved in a timely manner
* Assist in the development of comprehensive and reusable self-service solutions for future incidents

Required Skills:

* Familiarity with technologies like Red Hat OpenShift Container Platform, Kubernetes, Docker, and Red Hat Ansible Automation Platform cloud management
* Good understanding and solid troubleshooting skills with Linux or UNIX operating systems; Linux system installation, configuration, monitoring, and maintenance experience.
* Hands-on experience with Networking related components, tools, protocols and technologies like Wireshark/tcpdump, ICMP, ARP, Multicast, Routing, Bridges, Open vSwitch, TCP/UDP, iptables/firewalld, configuration and troubleshooting of LoadBalancers, Good with reviewing strace logs.
* Having knowledge, specifically on OS Networking, external Networking knowledge like CCNA or cloud networking is a plus.
* Solid troubleshooting skills and passion for problem-solving and investigation
* Ability to communicate courteously and effectively with customers, third-party vendors, and Red Hat’s associates
* Outstanding communication skills in English

If you are interested in this role, please share your updated CV with me and a suitable time to reach out.