



Support Engineer

As an engineer at LINBIT you will join our team in supporting high-availability, disaster recovery, and software defined storage systems. Our customers range anywhere from appliance manufacturers to small companies.

A strong background in Linux administration is required as the majority of your interactions will be with other Linux system administrators. This position will be on the front line of our support team and will be a part of a limited on-call rotation. The majority of interactions will come via our trouble ticketing system – the remaining will come in through the phone system.

Basic Qualifications

- Must be able to interact with customers with a positive attitude and understanding
- Minimum 3 years Linux system administration experience
- Git familiarity
- Ability to work in a team
- Proficiency with troubleshooting Linux environments
- Ability to read log files
- Ability to manage time and prioritize tasks
- Proficiency with DRBD
- Proficiency with high-availability – Pacemaker/Corosync
- Linux: storage administration LVM/filesystems

Desired Skills

- BASH scripting skills
- Familiarity with KVM/XEN virtualization technologies
- Proficiency with containers
- RHCSA/RHCE
- Proficiency with RHEL or Debian based systems
- Familiarity with Kubernetes / container orchestration platforms

Experience

- DRBD/Linux High-Availability: 3 years (required)
- Kubernetes: 1 year (required)
- System Administration: 5 years (required)
- Shell Scripting: 3+ years (preferred)

License

- RHCE (preferred)

Expectations

Expectations include, but are not limited to:

- Answer tickets and phone calls in a timely manner with quality answers. The goal is to answer and close tickets in an above satisfactory manner
- Meet or exceed all SLAs
- Attend industry conferences and interact with prospects at the booth
- Test new software, solutions, and features
- Write, update, and refresh tech blogs and how-to guides