

SUPPORT ENGINEER

Netpoleon Solutions is a well-established IT Security and Network Company recently acquired by Macnica Inc – a US 4 Billion Dollar Revenue company. With offices in Singapore, Malaysia, Indonesia, Philippines, Thailand and Vietnam, and parent company in Japan and US, we are now inviting individuals having passion in IT and Cyber Security to join us to embark on an exciting career as we pursue our strategic expansion!

Primary Functions:

- Provide high-quality technical and maintenance support for the products that Netpoleon distributes.
- Ensure our clients get the best quality support they need.
- Handle escalation by customer with minimal supervision.
- To follow Service Level Agreement for issues with respect to the severity.
- To research, diagnose, troubleshoot, identify and document down solutions to resolve customer issues.
- Provide in-house IT support to our staffs (e.g., printers, laptops, PC, software etc).
- Assist in pre-sales clarification and support only when required.
- Participate in implementation projects as part of the career development and upskilling.
- Be able to work under certain level of stress and timeline demand.
- Accept continuous learning and 24x7 job nature.
- Support Engineers are required to be on 24x7 standby calls on a rotating basis throughout the year.

Requirement:

- Self-driven and motivated to learn new skills and technologies
- Strong problem-solving skill
- Resourceful, creative, independent, and able to work well in a team
- Action and customer oriented
- Takes initiative and adheres to deadlines
- Taking ownership of technical issues and working with our Principal to resolve more advanced issues when necessary.
- Good written and verbal skills; excellent phone manners.
- Firm understanding of TCP/IP, OSI Layer, network security, Internet, DNS, network routing and switching and common protocols, Service Level Agreement (SLA).
- Excellent client facing skills.

Additional Requirements (added advantage):

- Virtualization with VMware, HyperV, KVM, VirtualBox.
- Windows Server and Linux OS.
- Authentication technologies using RSA SecurID, Smart cards, Token, Radius, LDAP, MFA/2FA, SafeNet, SAML.
- Network implementation with enterprise Cisco/Juniper/Extreme L2/L3 switches, WIFI, proficient in RIP/OSPF/BGP/MPLS preferred.
- Network security implementation with CheckPoint/Palo Alto/FortiNet/WatchGuard/Sonicwall/TippingPoint/FireEye etc.
- Web Security using WebSense/Bluecoat/Barracuda.

- WAF using Barracuda/Zscaler/Imperva.
- Load Balancer using F5/A10/Citrix/Kemp.
- Monitoring system using SolarWinds, ManageEngine, OpenView, ITOM etc.
- Encryption solutions using Thales/Gemalto.
- Email Security implementation with ForcePoint, McAfee, Symantec, Barracuda, FireEye etc.
- Log Management System using ArcSight Logger, QRadar, LogRhythm.
- Vulnerability assessment using Rapid 7, Tenable, Qualys.
- Good understanding of TCP/IP call setup, teardown and troubleshooting with Protocol Analyzer.
- Programming using Bash Scripting, JavaScript, Java, Python, HTML/XML, REST API.
- AWS/Azure/Google Cloud.

Candidates with the following certification and / or hands-on experience in the following will be particularly advantageous:

- Check Point CCSE/CCSM, Cisco CCNA/CCNP, ArcSight Certified, CyberArk CDE.
- MCSE, RHCE, AWS Certified Solution Architect, Azure Certified Architect.

Other Information:

- Working hours: 9am to 6pm, Mon-Fri*
- Salary will commensurate with qualifications and experiences
- 13-month AWS / Variable bonus
- Selected candidates might be selected to pursue these specializations in future:
 - Security Awareness
 - Defensive Security
 - Offensive Security
- Training consisting of in-house and vendor-led will be provided. Additional sponsored training available to confirmed staffs subject to performance assessment.
- Candidates without relevant work experience may be considered to start as an Associate Support Engineer.

**Support Engineers are required to be on 24x7 standby calls on a rotating basis throughout the year.*

Interested candidates, please send your resume/CV to hr.ns@netpoleons.com.

We regret that only shortlisted candidates will be notified.