



Job Advertisement

Bacula Support Engineer

Position Description: Bacula Support Engineer	Department: Services	Reports to: Director of Services
Work time: Full time	Location: US + home-office	Date: 30 September 2011

Position overview:

To handle our rapid growth, we are looking to hire a support engineer to join our Services team based in the USA. Bacula Systems is the leading provider of Enterprise Open Source backup solutions and you will be joining the company at a very exciting time in its evolution.

As a support engineer you will be focused on providing our customers with excellent technical support. With your team mates, you will be in charge of identifying, troubleshooting and resolving customer reported issues relating to Bacula enterprise products. On a daily basis you will be interacting with our customers, peers in Services and the development team to provide the most relevant responses to our customers and partners.

Keep in mind that we are not offering a basic technical support job. Our customers implement our products on medium to very (very) large scale production deployments. If you are looking for a challenging and exciting position this is about time to join Bacula Systems!

Note: In this very instance you will also work closely with our brand-new US team based in Settle. You will have the opportunity to leverage your customer-facing skills to assist during the presales cycle and for on-site consulting engagements.

Contact: jobs@baculasystems.com

Main responsibilities:

- Take ownership and full responsibility until complete resolution of customer's tickets via phone and our web portal
- Triage incoming support issues in a timely manner and ensure that they are handled appropriately
- Help improve and optimize our internal processes
- Identify bugs and handle completely the resolution process

- Help customer register on the web site and the helpdesk portal
- Ensure that they are instructed on how to maximize their subscription
- Ensure within one month of contract start that a customer's Bacula configuration is optimal
- Implement "proactive support" program with quarterly outreach to customers. For example:
 - Q1: configuration optimization.
 - Q2: review "best practices" checklist
 - Q3: performance optimization
 - Q4: capacity planning and annual review

- Perform weekly review of ticket load
- Produce detailed weekly and monthly load and usage statistics

- Write and maintain technical documentation, white papers and other Knowledge Base contributions

- Develop and maintain very solid relationships with Engineering

- Use and develop a complete series of build/test machines for all OSes and components that we support
- Help QA testing our Bacula releases and binaries

- Provide presales technical support as necessary, which may involve traveling to North or South America.
- From time to time help on consulting engagements

Experience and core competencies:

- Proven ability to provide top-notch customer service
- Excellent problem-solving skills
- Eager to solve production issues and learn new technologies
- At ease working in a global environment with peers located in foreign countries

- Must possess a solid knowledge of Bacula or other backup solutions in production environments.
- Must have excellent Linux systems administrator skills (some Windows systems administration skills are also necessary)
- Experience with Oracle (rman), SAP, Exchange, MSSQL desirable
- Speaking some foreign languages is a plus
- Must be a US resident
- Must speak and write fluent English
- Must be self-organized to work initially from a work-office

Change logs:

Who	Version	When	What
AristideC	1	20110910	Initial version
KernS	1.1	20110912	Some slight mods
LucT	1.2	20110913	Changed job title Revamped summary and requirements