

CAREER OPPORTUNITIES



Barracuda Networks is currently looking for highly motivated and excited computer and networking technicians, to provide quality support of our superb networking and security products. We are looking for eager folks whom are willing to dedicate themselves to learning the product they support and technologies it uses to provide the top notch support Barracuda Networks has come to be known for in the industry.

TECHNICAL SUPPORT ENGINEER (m/w/d)

Location: Innsbruck

Your Main Responsibilities

- Provide technical support to customers and resellers over email, phone and chat mediums
- Create, revise and publish internal and public facing product solutions
- Document, escalate and follow through with product bugs and/or issues

Must-Haves to be successful

- Degree in IT, relevant training or equivalent experience
- 0-2 years basic knowledge of Linux/Unix OS experience
- Customer Service experience, either in person or via phone
- Troubleshooting/problem resolution
- Technical understanding of Servers and Networking technologies such as TCP/IP, Routing, DHCP
- Basic Networking or Server experience
- Ability to learn and adapt to quickly changing circumstances, direction and strategy

Nice-to-Haves

- Call Center or Help Desk experience
- Ticketing system/documenting experience
- Windows knowledge and support, including Active Directory, LDAP and RADIUS
- Technical Certification, such as CompTIA/Cisco/SANS, a plus
- Routing and switching technologies
- Experience with databases such as MySQL, Postgres, and NoSQL
- Experience in any of the Scripting languages such as Bash, Shell, Perl, Python
- Experience in Fault isolation and root cause analysis to diagnose and solve complex technical issues
- CCNA Certification

We offer:

- Stimulating work-environment in an international team
- Flexible working hours
- Free fruits, coffee, tea and yoghurts in office
- Free access to various sports options

Ready for Barracuda? Apply [HERE](#) today!

The minimum gross salary for this position is EUR 34.000,00 (can be higher depending on your qualifications).

