Support Engineer

Endian is one of the world's leading manufacturers of cybersecurity solutions for the IoT world, small and medium-sized enterprises and the education sector. Our mission is to provide a platform that connects people and things easily and securely. We offer secure connections through gateways designed for enterprise and industrial networks.

What sets us apart is our Secure Digital Platform, whose strengths are: Secure Connection, Protection against Cyber Attacks, Big Data, Predictive Maintenance, Advanced Data Analytics and Artificial Intelligence.

Endian has two offices in Italy: one in Bolzano, at the NOI Tech Park, and one in Milan, in the Bicocca district - Edificio 16.

Customer satisfaction is a top priority for Endian. Service is provided by competent technicians who do their work efficiently and effectively to solve problems in the shortest possible time, with a friendly approach to the customer.

In recent years Endian has maintained a very high level of customer satisfaction, close to 100%. We are looking for a Support Engineer to train and join our support team in order to be able to constantly guarantee these standards of service to our customers.

What we offer:

- A friendly, bright work environment on a technology-campus
- Agile structured, easy-going, distributed multi-national, multi-language organization with high potential
- Possibility to learn, grow over your boundaries, teach
- Workplace which is never boring and allows a lot of varieties of duties and responsibilities
- Possibility and encouragement to take a part on development of the company
- Flexible working hours
- Flexible working location
- Snacks at the office, lunch included

What we ask:

- To share the company spirit and mission
- Know how to listen to the customer's needs and promptly identify the solution
- Know the advantages and technical details of Endian solutions
- Support and collaborate with your team
- Interface with other BUs, in particular with Development and Quality Assistance

Endian SRL
Via Ipazia, 2
39100 Bolzano (BZ)
Italy

Endian office Milano
Viale Sarca, 336/F/Scala D 1° Piano
I-20216 Milano (MI)
Italy

Contact:
Tel: +39 0471 631763
E-mail: jobs@endian.com
Web: www.endian.com

Hard Skills:

- at least 2 years of experience in Linux system administration:
    o updates, package management (rpm), services (systemd)
    o scripting
    o debugging:
        ▪ log analysis
- at least 2 years of experience in Linux networking:
    o netfilter / iptables
    o routing
    o IPS/IDS (snort)
    o VPNs (OpenVPN, IPSEC)
    o network debugging (routes, packet analysis)
- experience with managing firewalls
- experience with Unified Threat Management appliances (Endian, Fortinet, Sophos, pfSense, etc)
- Python (scripting)
- familiar with Agile workflow and Atlassian tools (jira, bitbucket, confluence)

Soft Skills:

- Good and fluid knowledge of **English and Italian** language in written and oral form
- Good communication skills and ability to self-organize
- Capacity to work in a structured team
- Ability to take responsibilities and fulfill tasks and projects independently on their own
- Desire to work in an environment which is driven by agile work patterns
- Good analytic mindset and profound wish to get to the bottom of an issue
- Deep willingness to standardize and automate tasks
- Problem solver abilities
- Outstanding willingness to learn new stuff

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