

## Technical Support Engineer Linux DevOps – Japanese & English Essential



### About Us

You may not know it, but there is a good chance Synchronoss (SNCR, previously known as Openwave Messaging) is your current email platform provider. As the global market leader in white label messaging platforms, we support approximately 15% of the world's 4+ billion email accounts, and are one of only two companies listed in Radicati Group's upper-right quadrant for both market share and functionality.

### About the Job

As a Technical Support Engineer for our customers, you will be an integral member of a team responsible for quickly resolving highly technical, complex issues. Your role will be critical in maintaining the trust of our customers, and you will be working directly with our customers' technical operations teams in defining issues, resolving them, or leading a cross-functional team to drive resolutions.

### About the Team

You will be part of SNCR's best-in-class technical support team supporting our global managed services customers. As a member of this team you will work in a highly collaborative environment to deliver excellent customer support.

### Responsibilities

- Demonstrate leadership and work independently to resolve complex technical problems, including escalations to our product engineers.
- Own resolution of Incidents raised by the Customer, on a variety of technical issues including Email processing, Anti-abuse configuration and Webmail processing.
- Proactively monitor and conduct health checks of the platforms under your responsibility, to ensure the systems are running at optimum levels.
- Prepare, review and execute procedures for housekeeping tasks
- Interact with other SNCR teams to resolve complex issues, owning them to resolution
- Develop methods and best practices for delivering outstanding service, as well as participate in knowledge sharing through the creation of knowledge base articles and our internal tech forums.
- Strive to become a Subject Matter Expert of multiple products/services working with Engineering to drive increasing quality and usability of our product suite
- Define, coordinate, and prioritize customer feedback and ideas into engineering requirements for future enhancements to SNCR's products and services.
- Closely work with SNCR Engineering / Sustaining team as well as third party suppliers.
- Fill a gap of time zone between Japan and other countries.
- Reporting to a technical support manager or director located in SNCR

Tokyo office, requiring at least monthly one-on-one meeting with the manager or director via a remote way. Face-to-face meeting at least per 12 months with the manager / director (possibly with the team in Japan as well).

## Qualifications

### Basic Qualifications

- Located in Europe, ideally in Ireland and work at SNCR Dublin office.
- Ability to communicate fluently in both English and Japanese.
- Bachelor's Degree in CS, MIS, or relevant engineering/science fields.
- 3+ years' experience in technical support, engineering, IT, project management or consulting.
- 3 years of prior customer-facing experience.

### Desired Qualifications and Experience

- Experience managing Multi-layered applications on large-scale deployments
- In-depth knowledge of Linux/UNIX Operating Systems and concepts, including advanced troubleshooting such as
  - Ability to read strace data, and examine/interpret cores
  - Stepping through code with gdb
- Knowledge of common protocols and technologies (SMTP, POP, IMAP, TCP/IP, DNS) and tools.
- Exposure to NoSQL Database technologies such as Cassandra / Scality, ability to run basic SQL commands
- Programming knowledge and experience (Perl/shell scripting and C/C++ reading and debugging preferred).
- **Knowledge and experiences of SMS/MMS, IMS, SIP, Real Time Communications, RCS technologies.**
- Excellent verbal and written communication skills, ability to disseminate information in a clear and correct manner to both business and technical audiences.
- Strong relationship building skills, can positively influence the actions of others and works as a team player.
- Ability to manage multiple priorities, commitments and projects.
- Self-motivated, directed and passionate about what you do. Strives for results.

### Location

This role can be located in Dublin, London, Paris, Dusseldorf