

ProStor Systems

Job Posting Template

Job Title: Technical Support Engineer

Full-Time

Posting Date: Immediately

Job Description:

Working in a state-of-the art Technical Support Organization, you will be helping to provide best-in-class technical support to customers of ProStor's InfiniVault archiving and retrieval system.

Job Responsibilities:

- Answer technical calls and diagnose problems on InfiniVault archiving and retrieval system.
- Train ProStor's partners to provide their own L1 support.
- Train and certify third-party service providers who provide SLA upgrades.
- Expand our product knowledge base and troubleshooter analysis tools on our Self-Service Support Portal.
- Participate in release test cycles to learn product features first-hand.

Job Qualifications:

- 3-5 yrs. support center experience with client/server-based disk products.
- High degree of hands-on, technical skill.
- Ability to troubleshoot and diagnose technical problems without following a script.
- High degree of interpersonal communication skills, both written and verbal.
- Ability to work with end-user customers as well as VARs and Distributors.
- IT sys admin background/knowledge with domain expertise in the following areas:
 - **Microsoft Windows (must)**
 - **Linux**
 - **Solaris**
 - **NAS / storage**
- SQL experience helpful
- Experience with HSM, ECM, and Email archiving applications also helpful.
- BS CS/EE/ME, or Associates Degree in electronics minimum

About ProStor Systems

ProStor Systems, founded in May 2004, provides industry-leading solutions for the cost-effective, long-term storage of digital information. [ProStor's RDX®](#) removable disk technology is shipped by leading server manufacturers Dell, HP, IBM, and others who combined have shipped over 80 petabytes to 165,000 customers worldwide. [ProStor InfiniVault®](#) is the most cost-effective storage system for the long-term retention of data and images.

ProStor Systems is an Equal Opportunity Employer.

Local candidates only. Authorization to work in the US is required. No phone calls please. No agencies please.

Contact: becky.karch@prostorsystems.com. Please indicate Job Title in subject field.