

# Job Description

**JOB LOCATION:** San Jose, Ca.

**JOB TITLE:** Sr. Support Applications Engineer

**DEPARTMENT:** Applications Engineering

## **JOB DESCRIPTION:**

### A: Purpose and Scope

The Sr. Support Applications Engineer (AE) provides direct technical customer support for Priva Technologies products. In this role, the AE will work both independently and collaboratively with other team members and R&D to address customer issues and to file Marketing Requirements Documents (MRD). The AE will be an active contributor in team projects, take on various team lead roles/duties within the support team and provide mentorship for new team members. Position will support external customers world-wide.

### B. Responsibilities

- Provide technical support to customers, internal and external, for Priva Technologies Advanced Authentication Platform
- Document customer service requests and report problems or bugs to R&D
- Provide installation and licensing assistance
- Develop and review solutions for inclusion in the Priva's knowledge database
- Work on problems where analysis of situations or data requires problem analysis and review. Exercise judgment within defined procedures and practices to determine appropriate action.
- Contribute in the creation of product and solution white papers, case studies, and application notes

### C. Organization Relationships

The Applications Engineer reports directly to the Vice President of Marketing.

## **JOB REQUIREMENTS:**

### A. Education and Training

B.S in Computer Science or equivalent work experience is preferred. Coursework in technical areas and or certifications such as UNIX System Administration, Microsoft Certified Systems Engineer, or CISSP is highly preferred

## B. Technical Requirements

- Excellent knowledge of computers (including software installation)
- Fluent in English (written and verbal)
- Excellent communication and interpersonal skills
- Possess a strong working knowledge of the various common versions of the Windows and UNIX operating systems, network computing, web technologies (i.e. web portals, application servers, JSP, ASP), programming skills (Java, C, C++, .NET), data stores (Oracle, Sybase, LDAP, AD), network infrastructure, and advanced methods of troubleshooting and assessing performance.
- To be successful in this position, an individual must possess extremely strong hands-on technical skills in quickly troubleshooting, isolating, and resolving system, application, and integration problems
- 40%+ travel will be required.
- Previous experience supporting customers, either pre-sales or post-sales, is required

## C. Preferred Job qualifications:

- 8-12 years experience resolving challenging customer deployment or support problems
- Experience in a consulting or systems integration practice, highly preferred.
- Work experience with Authentication products

## D. Managerial Experience - None required.

## E. Disclaimer

The above description indicates the general nature of work performed by employees within this classification. It should not be interpreted as containing a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.