

## Customer Support Specialist

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Uplogix is seeking a customer support specialist to join our team.

### About the Uplogix Support Specialist Role

The primary role of a Support Specialist is to be an advocate for the customer. This involves finding the solution to any question or issue that the customer brings up, engaging various departments such as Development or Sales until the answer is found. As the first line of contact for most customers, Specialists must have a broad understanding of all product offerings and have exceptional interpersonal and communication skills.

The candidate should have 2 – 5 years of support experience. If the candidate has adequate communication skills, networking experience, or Linux familiarity, these may be substituted for support experience. Candidates should possess strong multitasking skills and be able to work on several projects simultaneously.

### Key Responsibilities

- Triage customer issues during installation and use of Uplogix products
- Communicate issue status externally and internally, driving them to resolution
- Test the product as needed to reproduce customer issues and verify bugfixes
- Communicate with customers to provide solutions or workarounds for issues
- Assist with the development and maintenance of product documentation

### Key Qualifications

- Availability to work night shifts (UK / Asia time zones)
- Availability to work on-call shifts
- 2-5 years of customer support experience for IT products or in an IT environment
- Excellent written and spoken communication
- General networking knowledge
- Experience with Linux operating system and command line

### Desirable Qualifications

- Experience with enterprise routers, switches, and firewalls
- Previous experience interacting with enterprise-class customers
- Ability to learn quickly with little direction or oversight
- Testing / QA experience

### About Uplogix

Uplogix provides the first fully-integrated remote management solution. Our co-located management appliances automate routine administration, maintenance, and recovery tasks—securely and regardless of network availability. In comparison, traditional network and systems management depends on the network, uses multiple tools, and remains labor intensive. Uplogix puts the power of your most trusted IT administrator everywhere, all the time.

Uplogix is privately held and headquartered in Austin, Texas with international offices in London and Monterrey. For more information, please visit [www.uplogix.com](http://www.uplogix.com).

### Additional Information

Candidates must be authorized to work in the US as permanent residents. We are not offering relocation or sponsorship.

Please send your resume to [careers@uplogix.com](mailto:careers@uplogix.com) or fax to 512.857.7002. No phone calls please.