



**Position:** Technical Support Engineer, EMEA

**Department:** Tech Support

**Reports To:** Tech Support Manager

**Job Location:** Munich, Germany

## Summary

Opengear, a Digi company, designs and manufactures products for data center and remote site management, which ensure business continuity and resilience. Products include the NetOps Console Server, an appliance that combines Out-of-Band management and Network Automation in a single unit, using open architecture tools. Our hardware and software solutions are deployed by the largest IT organizations worldwide.

## Opportunity:

We are expanding our Digi technical support team in Europe and are looking for an experienced Technical Support Engineer (m/f/d) to assist our Opengear customers with technical challenges with our products or software. If you enjoy a fast-paced environment, are a self-starter that works well independently, and enjoys solving problems, this is a great opportunity for you. This is a key role supporting our expanding business in Europe for Opengear products and is an excellent opportunity for someone to join the team early and establish their technical leadership within a growing team.

## Duties and Responsibilities

- Provide technical issue resolution via email, phone and other electronic media.
- Participate in new product testing.
- Advise the Engineering team regarding customer needs and usability.
- Setup, test and replicate customer's hardware, software, networking and application issues.

## Requirements/Qualifications

- BA or MA in Information Technology, Engineering, Computer Science or another related field and 3+ years' career experience, or the equivalent combination of education and experience.
- 3+ years' technical support or IT networking experience, specifically supporting one or more of the following:
  - Basic electronics.
  - Advanced routing.
  - Security and VPN protocols like IPSec and OpenVPN.
  - Authentication protocols and multi-factor authentication.
  - Cellular and wireless technology.
- Proficiency with Windows (Active Directory, networking).
- Knowledge on the Linux operating system (bash scripting, Shell commands, IPTables).
- Knowledge and programming experience with scripting languages like Python is desired.
- Solid knowledge of hardware including serial communications.
- Proven troubleshooting skills and the ability to classify and clearly document problems.
- Fluent in English language. Additional language is a plus.