



Job Description

Senior application support engineer

JOB OVERVIEW

Department:	Technical
Job Title:	Senior application support engineer
Primary Purpose of the Job:	Manage support process
Responsible to:	Head of development
Responsible for:	Support team
Salary:	Negotiable depending on experience

DESCRIPTION

AppCheck Ltd is a leading software vendor that specialises in web application vulnerability scanning and is one of very few vendors that specialises in this field globally. The software is at the forefront of technology and offers organisations a detailed report on what vulnerabilities exist within their systems and offers remediation advice and how its users remove these threats.

The Software has been designed and delivered through a collaboration of penetration testing consultants and software engineers.

AppCheck Ltd has a vacancy for a senior application support engineer. The primary function of this position is to manage the support desk and to provide prompt resolution to all support tickets and technical enquiries. The senior application support engineer will work closely with our clients, the customer service, development, sales and finance teams to ensure high levels of customer satisfaction is achieved.

Person Requirements

It is essential that you are a bright, committed and a willing individual that wishes to learn new technologies in order to become involved in a range of highly technical tickets and queries that are raised and you must have at least three years plus experience within a technical support role.

We are interested in candidates that have a strong understanding of Linux and a working knowledge of internet networks, have an interest in security and be familiar with proxies and CDN's.



Key Tasks

- Supporting customers with technical queries
- Provide internal support to technical and commercial teams
- Manage complex technical problems and customer expectations
- Manage internal SLA's and escalation
- Read log files and diagnose issues
- Provide a breakdown / explanation to clients on vulnerabilities discovered
- Manage support team and provide reports to heads of department

Skills and Experience

To be considered for this position, meeting the following requirements is essential:-

- Have three plus years within a technical support role
- Technical background with web applications and an understanding of major web languages and servers
- Working knowledge of internet networks and domain name resolution
- An understanding of proxies and CDN's
- Excellent troubleshooting and analytic skills
- A basic understanding of scripting (preferably in Python, and / or Bash)
- A basic understanding of Linux server administration
- An understanding of firewalls, WAF's and whitelisting
- Excellent written and verbal communication skills
- Ideally have experience in managing internal teams
- To be driven and pro active in wanting to improve the technical support process
- Experience in creating and improving current internal processes (SLA's and KPI's)
- Willingness to research and work with new ideas/frameworks/tools
- Experience with SalesForce, ZenDesk and Jira etc
- Excellent academic track record.
- Desirable to have experience in some form of vulnerability research

Applications for the role should be sent to info@appcheck-ng.com. To apply we would appreciate both a CV and covering letter explaining why this role is of particular interest / suited to you personally.