



Customer Support IT Engineer

Location: Patras, Greece. Teleworking is also an option

Working hours: Part time. Full time is also an option

Contact details: recruit@spacehorizon.us

Company Profile

Founded in 2012 *Space Horizon* is a shipping company, which offers products and services for the Maritime market. Recognizing the great potential of the Greek Shipping, the company operates an R&D center in Greece and it currently seeks for talented Customer Support engineers.

Position Summary

The Customer Support IT Engineer will be responsible for supporting the Space Horizon products, which are installed in our customers' vessels. You will join a team of experienced and talented software engineers based in Patras Greece, with years of history delivering high-quality products.

This position requires passion for investigating and solving complex problems, and offers the opportunity to increase your skills and competencies to new levels. Our large installed Customer base also presents a unique opportunity to experience real-life deployments in vessels around the world and problem-solving techniques that will become an invaluable individual career asset.

Responsibilities

- Tier-1 (1st level) Customer Support. It may require working in non-working hours, weekends and Holidays
- Support existing and new products of Space Horizon
- Investigate and troubleshoot complex networking issues
- Contribute to writing troubleshooting articles
- Interact with senior internal personnel to select investigation methodologies
- Establish and maintain thorough documentation of your work
- Follow established practices and procedures, to achieve an overall quality of the customer support
- Participate in trainings



Qualifications and Requirements

The position requires an IT professional with 2+ years of related work experience in IT administration; or a holder of an MSc or higher degree in Computer Science (or related discipline) with a specialization directly relevant to our product lines.

Essential requirements

- Bachelor's degree or equivalent in Computer Science, Electrical Engineering, or related field; equivalent experience may be substituted for formal education
- Solid understanding of networking and data communications protocols (TCP/IP, ICMP, etc.)
- Proven working knowledge of networking tools (e.g. tcpdump, arp, traceroute, etc.)
- Proficiency in Linux Operating Systems (preferably CentOS and/or RHEL)
- Good experience in Linux firewall methods (e.g. IPTABLES) and routing
- Good experience in VPN (preferably OpenVPN)
- Strong foundation and discipline in Customer Support processes
- Strong written and verbal English communication skills

Desirable attributes

- Familiar with clustering software, e.g. DRBD
- Familiar with Virtual Machines (e.g. VMWare, HyperV, KVM, etc.)
- Experience in one or more scripting languages (e.g. Python, Perl, JavaScript, shell programming)

Recruiting Process

If you feel that Space Horizon offers the right job in the right environment for you, please send your CV to our recruitment e-mail account recruit@spacehorizon.us.

If you're chosen among the most qualified candidates, we'll contact you to discuss your CV. You will also have the opportunity to get additional information about the position and what it is like to work at Space Horizon.