

Senior Customer Support Engineer

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Position

We are seeking an experienced customer support engineer, with storage experience, to manage accounts located in the Bay Area, California. Opportunities for working remotely are available as well.

This position has many aspects and requires a solid understand of storage protocol in addition to software and tools skills to develop tests and evaluate protocol/device behaviors. It will require a person with technical skills to make engineering decisions, business judgment to make/propose action plans, and excellent personal relationship skills to promote and maintain customer loyalty. In addition, this position will require owning/driving to resolution for both OakGate and customer problems.

Responsibilities

- Debugging problems and isolating protocol anomalies
- Identifying issues with customer products
- Identifying bugs in the OakGate system
- Developing variations on test to isolate and diagnose issue
- Presenting diagnoses to customer engineering and management
- Coaching customers on effective test development
- Managing and tracking issues for customers, and for OakGate when OakGate bugs are found
- Constructively working with customer engineers and management to achieve desired product results
- Enhancing the OakGate customer experience
- Promoting OakGate solutions for customer test needs

Knowledge Requirements

- Understanding of storage protocol including SATA, SAS, and NVME (have looked through specifications and have the ability to find and understand specific entries pertaining to issues)
- Using a specification, ability to clearly articulate correct and incorrect protocol behavior.
- Capable user of LeCroy, SerialTek, or other protocol analyzers
- Ability to evaluate protocol analyzer output, and compare it with specification to identify anomalies
- Familiarity with Linux environments, commands, and Linux resource tools
- Familiarity with Windows environment, commands, and resource tools.
- Programming skills, such as basic editor functions, compilation, and so on
- Some familiarity with scripting languages such as Python (ability to learn and become proficient)
- High level of understanding of Intel-based system architectures, motherboards, power supplies, and PCIe slots.

Additional Requirements

- Time management skills
- Ability to prioritize

If you are interested, please send your resume to careers@oakgatetech.com.