



Senior Support Engineer

The big picture:

Open-Mesh makes networking smarter and simpler. We help create low-cost, cloud-managed wireless mesh networks that automatically spread Internet connections throughout hotels, apartments, offices, schools, cafes, villages—and just about anywhere else. We have more than 80,000 cloud-managed mesh networks that serve millions of users every day, but we're just getting started.

Our small team is based primarily in downtown Portland, Oregon with developers distributed in Europe and Asia. We're always looking to team up with other talented, hard working, and detail-oriented people. We believe in implementing great ideas, working smart and being ourselves on and off the job.

As a Senior Support Engineer, you'll be an escalation path and mentor for other Support Engineers, working closely with our Sales Engineering and Product Development teams to alleviate and address critical customer issues.

You already have a strong background in both networking and technical support and a friendly approach to addressing customer needs. You have an unnatural amount of patience and an upbeat attitude that won't quit.

Your responsibilities

- Resolve customer inquiries by phone, email, live chat, forums, social channels and where ever else they ask for help.
- Reply to customer enquiries with authentic, human responses.
- Advocate internally for customers to ensure issues are resolved efficiently
- Provide input to create educational content, blog posts, webinars and tutorials to help customers get more out of their Open-Mesh networks

About you:

- You have a diploma or degree in Network and Telecommunications Engineering Technology, or CCNA certifications
- You know your home router inside and out and have made it do things it shouldn't
- You're passionate about helping customers and enjoy working with people

- You can analyze and solve complex problems on the fly
- You're a bottomless well of patience and understanding
- You can express yourself well in writing
- You have a background or education in networking
- You live in the Portland area or are willing to relocate
- You have experience in, or are keen to work in a startup environment
- Bonus: Experience with DDWRT and/or cloud-managed networking platforms such as Open-Mesh or Meraki

Why you should work with us:

- The chance to help build a great product that customers love
- A small, talented and hard working team that's profitable and growing fast
- A competitive salary; fully paid premium health care and vision insurance for you and your family; stock option, 401(k) and FSA plans; free transit pass and more
- Flexible vacation policy and paid holidays
- A great office in downtown Portland (US Bancorp Tower) with tons of natural light
- A flexible and casual work environment
- The best tools to work with

How to apply:

Apply online at open-mesh.com/jobs. Upload a resume and tell us why you'd like to work with us.