

Phone :

Web :

Job Summary

Vacancy :

Deadline : Oct 04, 2024

Published : Sep 04, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

We at Security Compass are on a mission to create a world where we can trust technology by enabling organizations to shift left and build secure applications by design. Our flagship product, SD Elements, helps organizations to reduce cyber risks by taking an automated, developer-centric approach to threat modeling, secure development, and compliance. This, combined with our industry-leading e-Learning offerings, allows us to support our customers in accelerating software time-to-market without sacrificing security.

As Technical Support Engineer, you'll be reporting to the Technical Support Manager in our SD Elements Business Unit. We are looking for someone with previous technical support experience that has the organizational skills to address uniquely different and mostly higher tiered support challenges with our SaaS product offering and container based environments. The role has potential to advance into DevOps and/or Development roles and you will be working closely with these teams. We are open to candidates across Canada. We are a remote-first company with a head-office in Toronto. We don't mandate team members to come in on a particular schedule, however we encourage team members to come into the office to foster connection with their colleagues on a schedule that works for them personally.

What you'll do

- You will be the primary SME for customers (SaaS and On-Prem) with a deep understanding of security compass applications
- Become well versed with the application support paradigm and get yourself involved with focusing on helping customers resolve application issues
- Work with cloud and container technologies, specifically Kubernetes
- Manage, troubleshoot and resolve tier 1, tier 2, and tier 3 level issues
- Pick up Salesforce cases and respond back to our customers ensuring SLAs are met
- Set up and coordinate troubleshooting calls with clients and walk them through the process while building strong relationships with our customers and internal teams.

What you'll need to succeed

- 3+ years of experience with Linux system administration and Linux command line
- 3+ years of working experience with container frameworks such as Docker & Kubernetes and cloud paradigm (AWS or Azure or Google or Private)
- Capability to understand complex software and scripts and the mechanisms behind them
- Understanding of Docker, Django, REST API, JSON
- Strong experience with scripting [Bash/Shell, Python, and/or Ruby] (read and write)
- Understanding of the IT environment and basics of IT Security

Why Security Compass?

- **Meaningful Work.** We contribute towards making technology in the world more secure and our vision is one of a world where we can trust technology.
- **Trust.** It's important to us that you trust those you work with and are empowered to be yourself. To build this trust and transparency, we encourage open, respectful communication.
- **Innovation.** We encourage you to explore ideas and test new theories, both in your work and in your individual career development plan.
- **Growth.** We make your growth and learning a priority by allocating all our employees with a dedicated learning & growth budget. We give our team members tools and support to be the drivers of their careers and encourage knowledge sharing.
- **Life-Work Integration.** We create an environment where you can integrate your work with life in a way that makes sense for you with our hybrid or remote working model, flexible work hours, and unlimited vacation!
- **Fun.** We could not have good culture without good fun, and we don't underestimate its importance. Our casual atmosphere promotes camaraderie, fun and helps bring people together.
- **Embracing Diversity, Inclusion and Equity.** We speak up for inclusion and celebrate diversity in thought. Our goal is to create a safe, equitable workplace where everyone feels like they belong.

What does the interview process look like?

- **Phone Interview** – You'll start with a 20-minute phone screen with someone from our Recruitment team to learn more about your background and goals for your next role.
- **Technical Interview** (1 hour)
- **Practical Submission** (Maximum 30-60 minutes of effort required)
- **Hiring Manager Interview** (1 hour)
- **Culture-Add Interview** – 30-minute virtual meeting with either our Chief People & Culture Officer or CEO to learn how your values align with our CCOAR values of Customer Focus, Collaboration, Ownership, Authenticity and Respect.

Click [here](#) to start imagining your future at Security Compass!

Security Compass is an equal opportunity employer. We are committed to meeting the accessibility needs of all individuals in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code (OHRC).

Should you require any accommodation, please inform hr@securitycompass.com so that an inclusive and barrier free process can be provided for candidates taking part in all aspects of the hiring process. All information provided will be addressed confidentially.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
