



# Hardware and Software Technical Support Engineer

Compensation: Commensurate with experience

Employment type: Full-time

Immediate Position Available: February 2022

Protectli is a manufacturer of small form factor computers and network appliances. We are seeking a full time Technical Support Engineer who can assist with the fulfillment of customer orders to requested specifications, from assembly of computers to processing shipments to actively engaging with customers. You must be friendly and willing to learn. We are a small operation in a relaxed environment, and we value customer satisfaction above all else. We do whatever we can to make sure our customers are always happy with our products and services, and expect the same from you.

## Requirements

- 8-5 Monday through Friday
- Work from our offices (Vista - Sycamore and Melrose). Social Distancing has been implemented and we will provide personal protective gear.
- Clean background
- Self Starter
- You must enjoy troubleshooting computers / electronics and finding the answers to problems and issues (hardware and software)
- Must be willing to learn

## Skills

- Basic knowledge of Computer hardware (RAM, CPU, storage, PCI, HDMI, VGA, USB)
- Basic knowledge of Computer networking (VLANs, firewalls, subnetting, DHCP, DNS)
- Excellent verbal and written skills - positive customer interaction is key
- Knowledge of Virtualization is a plus
- Knowledge of firewall operating systems a plus (OPNsense, pfSense)
- Please be prepared to share a photo of a computer that you've built

## Benefits & Compensation

- Employer-sponsored plans including health (with optional HSA), vision, dental, and life insurance

- Company-managed 401K with 3% company match
- 2 weeks of paid vacation per year, increasing over time
- 10 paid holidays and 5 paid personal days per year
- Compensation commensurate with experience

## Eligibility

- Must be a US citizen or have a permit to work in the US

We are seeking to add a candidate who integrates well with our team and is willing to learn. Growth opportunities are significant (our company has grown revenue in double digits year over year) and we are seeking a candidate who is willing to learn from others, jump in and help at any time, occasionally work out of your comfort zone, and grow into new responsibilities.

**To apply for this position, please send your resume to [resume@protectli.com](mailto:resume@protectli.com).**