



Customer Readiness Testing Engineer – Tokyo

Role Overview:

The Customer Readiness Testing Engineer's goal is to improve our Customer's perception of Fortinet product quality by extensively testing new software releases using the customer's environment to the extent possible, including hardware, configuration, traffic type and volume, and use cases. The Customer Readiness Testing Engineer will work closely with customers, Advanced Service engineer, Sales team and Fortinet engineering.

Responsibilities:

- Work closely with Advanced service engineers, sales, sales engineering and customers to understand the customer's implementation.
- To the extent possible, reproduce the customer's environment in a Fortinet lab.
- Perform customer-specific regression, function and performance testing.
- If possible, perform customer-specific acceptance testing.
- Collaborate closely with Sales Engineer, Advanced Service team and Professional Service team on all findings and recommendations.
- Report product feedback on new feature and problem database.
- Manage and maintain Fortinet CRT Lab (JPN).
- Collect and analyze customer network.
- Feedback and make recommendations to Engineering of testing results.
- Maintain and create technical contents to educate peer engineers and customers.
- Reproduce customer specific problems to assist Engineering identify causes and solutions.

Requirements:

- A minimum of 3-6 years experience in a technical role in a networking/security company, preferably with Fortinet products.
- 1-3 years experience in product testing.
- Strong understanding of TCP/IP, routing protocols, L2/L3 switches.
- Experience with security products firewalls, IPSec, IDS/IPS, Anti Spam, virus scanning.
- Experience with network lab protocol.
- Strong troubleshooting and problem-solving skills.
- Deep working knowledge of Windows, UNIX or Linux.
- Experience working in a cross-functional team.
- Strong communication and documentation, presentation skills.

Fortinet is an equal opportunity employer.

We will only notify shortlisted candidates.

Fortinet will not entertain any unsolicited resumes, please refrain from sending them to any Fortinet employees or Fortinet email aliases. Should any Agency submit any resumes to Fortinet, these resumes if considered, will be assumed to have been given by the Agency free of any related fees/charges.

#LI-XW1