



Position: Technical Support Engineer (FortiEDR) – Tokyo

Role Overview

As a Technical Support Engineer (EDR), you will be part of the top-notch technical support organization, working alongside our global exceptional team of professionals in Engineering, QA, Security and Product Support.

You will be working as an integral part of the Support team, being the main link between Support and Product Development and developing and maintaining tools to accelerate customer ticket handling. This will involve a wide range of skills, including mentoring Support engineers, reading source code, log files, dump files, network, and endpoint traces to track down field related product malfunctions, updating internal tools and writing internal and external Knowledge Base articles.

Responsibilities:

- Analyzing, resolving complex, challenging issues.
- Where bugs or product improvements are identified, you will be responsible for coordinating with the development organization and prioritizing the required work to ensure that the customers get their issues resolved in a timely manner.
- Be a large part in driving the quality of FortiEDR product forward, either by yourself or by coordinating activities of different departments in the business unit.
- Be a part of a team building and maintaining tools which allow the Support organization to analyze data and diagnose problems quickly and efficiently.

Requirements:

- 5 years of experience in Technical Support/Escalation engineer/IT-Ops role.
- Proven hands-on experience and understanding of operating systems.
- Good understanding of Shell scripting, Python scripting and/or scripting in another common language.
- Read, write, and edit scripts, primarily in Python, Bash, and Java.
- Extended knowledge and experience with network protocol and structures.
- Ability to work with several interfaces in parallel and matrix management skills.
- Team player.
- Excellent analytical and problem-solving skills with a strong sense of customer commitment.
- High level of interpersonal skills.
- Proven ability to influence without authority and drive results. Excellent English, both verbal and written.
- Demonstrable experience in a technical (CS related) field or B.Sc.

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>