



## **Position: Technical Support Engineer (Wifi) – Tokyo**

### **Role Overview**

Provide direct technical web and telephone support to Fortinet customers.

### **Responsibilities:**

- Troubleshooting on the full range of Fortinet products.
- Collection, analysis and change recommendations of configuration information.
- Collection and analysis of customer network information.
- Collection and initial analysis of packet trace information.
- Recommend corrective actions based on analysis.
- Provide customer education where needed due to gaps in networking, product knowledge etc...
- Consultation of technical documentation, bulletins and release notes for known problems.
- Reproduction of customer environments on lab equipment.
- Follow up on technical cases including proper escalation and management of the case until case closure.
- Manage customer communications and expectations until the closure of each case.

### **Requirements:**

- At least 5 years of experience in a technical support role in a networking/security company or equivalent education.
- Strong understanding of SIEM, TCP/IP, routing protocols, L2/L3 switches
- Experience with security products firewalls, IPSec, IDS/IPS, Anti Spam, virus scanning.
- Strong troubleshooting and problem solving skills.
- Extensive working knowledge of Windows, UNIX or Linux.
- Previous call center experience, preferably supporting data networking products and/or security products is desirable.
- Strong English skills both written and verbal.
- Bachelor's degree in Computer Science, Software Engineering or related field, or an equivalent combination of training and experience is desirable.

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>