Technical Support Specialist

We are looking for a Technical Support Specialist to join an awesome global team. If you are a techie with people skills and enjoy being in the middle of the action (because you'll be dealing with both employees and customers directly), give us a shout.

Who we are

Ethernity CLOUD is the new kid on the block of the confidential cloud computing. We aim at offering high levels of confidentiality, 24/7 availability, and blockchain-based integrity while lowering service costs and vulnerability. After three successful Token Sale Rounds, we have a running Testnet that is currently expanding and have ambitious plans for 2022 that culminate with a Mainnet launch. So come and join the confidential computing revolution!

What you'll be doing

- Be constant support to the technical community, offering them solutions when needed
- Be able to identify hardware and software solutions
- Troubleshoot technical issues
- Install and configure hardware and software
- Give customer feedback on the fly
- Support new releases roll-out
- Multitask various cases at once
- Test and evaluate new technologies

Must have

- Proficiency in Mac/Linux/Windows
- Python knowledge
- Shell scripting/power shell knowledge
- People skills (grunting is not one of them :))
- Hardware and software knowledge
- Excellent written & verbal English communication skills

Nice to have

- Degree in computer science or information technology
- Certification Microsoft/Linux
- Prior experience in tech support or similar
- Knowledge of Trusted Execution Environment
- Experience with Blockchain Ethereum Network
- Docker experience

What we offer

When it comes to administrative things, we consider ourselves a fair company. So payment, working schedule, holidays follow this philosophy.

Have we sparked your curiosity? Get in touch!
Send your CV at careers@ethernity.cloud and we'll get back to you.

Note: We are a small team. Due to the high volume of applications, we'll only be replying to those of you whose CVs we deem suited for the position. Thank you for understanding!