Technical Support Engineer – Frankfurt (Offenbach)

Fortinet (NASDAQ: FTNT) is a worldwide provider of network security appliances and the market leader in unified threat management (UTM). Our products and subscription services provide broad, integrated and high-performance protection against dynamic security threats while simplifying the IT security infrastructure. Fortinet is headquartered in Sunnyvale, California USA, with offices around the world. If you're looking for a fast-paced, challenging and rewarding environment, then Fortinet is the place for you. We are an equal opportunity employer offering exciting work, competitive compensation and benefits. .

We are looking for skilled candidates with good communication skills to join our growing TAC team in Frankfurt.

As a technical support Engineer with Fortinet you will:
- Provide technical support and assistance to Fortinet certified partners and customers
- Run real-time troubleshooting sessions with partners/customers
- Test and reproduce partner/customer issues in Laboratory
- Work on escalations from Level 2 technical support team
- Report Software/Hardware related issues to R&D department

Requirements:
- Fluent English and other languages (German preferred)
- 3+ years of experience in networking or security industry
- In-depth knowledge of TCP/IP
- Hands on experience with security devices Firewalls/IPS/Mail Security Gateways
- Proficient spoken and written English
- Positive, communicative and customer oriented attitude
- Ability to work in multicultural team environment
- Quick learner

Desirable:
- Familiar with dynamic routing protocols and its implementation (OSPF, BGP)
- Experience with VPNs (IPSec, SSL, L2TP, GRE)
- Good knowledge of authentication protocols and methods (LDAP, SSO,Radius, 2-factor authentication)
- Knowledge of database maintenance and SQL
- Familiar with Web application security and vulnerabilities (experience with exploits is plus)
- Having any of industry certificates (FCNSP, CISSP, CCNP, CCSP,CCNA …)

Education:
- Bachelors Degree in Electrical Engineering or Computer Science or equivalent experience
- Master Degree in Electrical Engineering or Computer Science preferred