AvePoint, Inc.

Title: Support Engineer

Location: Harborside Financial Center, Plaza 10, 3 Second Street, Jersey City, NJ 07311

Job Type: Full-Time (Experienced)

Compensation Type: Salary

Start Date: ASAP

Job Description:

The Support Engineer is a high exposure support position in which Engineers assist our enterprise customers to resolve technical issues with our proprietary software. Our focus is on teamwork, collaboration, and continuous independent or team learning in an open, fun, and encouraging environment. As a Support Engineer, you will have the opportunity to develop your technical and leadership skills for a successful career at AvePoint. The ideal candidate should have a technical background, excellent written/verbal communication skills, an eagerness to learn more about enterprise level software and ability to work in a fast-paced, high energy environment. The Support Engineer position is divided into two central responsibilities:

1. **Product support** - Become an expert in our extensive product suite and learn by working hands on with Microsoft technologies (SQL Server, IIS, Windows Server, SharePoint, Office 365) supporting our customers and providing solutions for highly complex technical issues. Through ongoing training you will specialize and become a resource for our worldwide team.

2. **Customer Service** – Leverage your knowledge of our software to help deliver effective resolutions and answers to customer’s issues and inquiries. Be the liaison between AvePoint and our clients to ensure we are prompt and professional with all engagements; whether by phone or email. Help customers see their projects through to fruition by assisting them with overcoming obstacles related to our products.

Primary Responsibilities:

- Initial point of contact with our customers via phone, email, and remote sessions
- Analyze complex issues by reviewing product specific logs and leveraging root cause analysis
- Interdepartmental collaboration to help ensure prompt delivery of customer requests
- Opportunity to continue learning in a controlled environment
- Actively create public facing Knowledge Base articles based on found issues
Qualifications:

- BA/BS Degree in an IT related degree (Computer Science majors are preferred but not required)
- 1 to 5 years of technical support or help desk experience preferred
- Excellent communications and customer service skills
- Ability to work independently and within a highly collaborative team environment
- Curiosity and drive to remain up-to-date with the latest technologies
- Strong interest or experience with Microsoft stack of technology (Windows Server, SQL Server, IIS, etc)

Application Instructions:

Please submit your resume via: [http://grnh.se/gl7jyp](http://grnh.se/gl7jyp)

About the organization:

AvePoint is the Microsoft Cloud expert. Over 15,000 companies and 3 million cloud users worldwide trust AvePoint to migrate, manage, and protect their Office 365 and SharePoint data. AvePoint’s integrated cloud, hybrid, and on-premises software solutions are enhanced by 24/7 support and award-winning services. Organizations across six continents and all industries rely on AvePoint to ease transition to the Microsoft Cloud, increase IT administrator productivity, and satisfy governance and compliance objectives.

A two-time Microsoft Partner of the Year Award winner, AvePoint has been named to the Inc. 500/5000 six times and the Deloitte Technology Fast 500™ five times. AvePoint is a Microsoft Global ISV Partner, Gold Application Development Partner, Gold Cloud Platform Partner, Gold Collaboration and Content Partner, and US Government GSA provider via strategic partnerships. Founded in 2001 and headquartered in Jersey City, NJ, AvePoint is privately held and backed by Goldman Sachs.