Rubrik is the market leader in Cloud Data Management, the world's first platform to orchestrate data for hybrid cloud enterprises anytime, anywhere. We blend future-proof architecture with consumer-grade simplicity to pioneer a fresh approach to an old problem.

www.rubrik.com

Rubrik have just opened new offices in the IDA Industrial Park on the Model Farm Road and would like to hire graduates for the following role.

- Self starter with a passion for technology
- Contribute to the effective and efficient handling of all levels of technical support cases from basic user questions to issues requiring more in-depth technical and problem solving skills
- Independently diagnose and resolve problems within our sphere of the customer environment
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal team
- Provide prompt and accurate feedback to customers
- Ensure proper recording and closure of all issues
- Design, define and document support processes, training and knowledge-base articles for customer and internal consumption.

Desired Skills and Experience:

- Linux Administration / troubleshooting
- Windows Administration / troubleshooting
- L1-7 Network troubleshooting
- VMware stack ESXi/vCenter/NSX/VCD | MS HyperV | Nutanix AHV
- Storage - NFS / SMB
- Rest-API interaction
- Ansible
- Containers
- Cloud providers: AWS / Azure / Google
- DB's MSSQL / Oracle / Postgres / MySQL
- Python / Perl / Bash scripting
- Enterprise technical support in storage or backup verticals, including advanced issues such as snapshots, replication, data recovery, networking, and VMware administration
- Must have outstanding problem-solving skills
- Should be comfortable filing bugs and working with engineering to articulate problem scenarios for reproducing issues