



## South River Technologies Job Opening

**Job Title:** Technical Services Engineer/Help Desk Technician

**Job Description:**

South River Technologies, a leader in the development of managed file transfer and file collaboration technologies, has an immediate need for a Technical Services Engineer/Help Desk Technician in our Annapolis Maryland headquarters. As a member of our team, you will work directly with the engineering team, sales team and customers to diagnose and resolve configuration issues with SRT software. This is a unique opportunity for a motivated and energetic team player who wants to work in a fast-paced, dynamic and growing company.

**Responsibilities:** Responsibilities include, but are not limited to:

- Provide online, streaming, and telephone based technical support to installed customer base
- Assist in creating and maintaining Knowledge Base Articles used for assisting customers
- Assist customers with client-server configuration issues involving FTP, SFTP, FTP/S, WebDAV, Amazon S3 and GroupDrive servers
- Assist customers with integrating SRT products into existing network environments, including scripting, AD/LDAP integration, and defining system events processing
- Provide technical assistance to sales team with system configuration and technical recommendations for customers
- Assist customers in product evaluations by answering technical questions, advising on best practices
- Support new customer and prospect implementations by telephone or network streaming
- Provide regular feedback to engineering for customer requested enhancements

**Requirements:**

- Associates Degree in Computer Science, Technical Communications, or related experience
- 2-5 years experience as a Technical Services Engineer or Help Desk Technician
- Strong communication and interpersonal skills
- Ability to work patiently with customers to help resolve technical issues
- Ability to interact with product developers, sales team and management
- Ability to work in a very fast paced, deadline-driven, dynamic environment
- Working knowledge of networking protocols such as FTP, WebDAV, SFTP, SSH, and SSL
- Working knowledge of firewalls and routers
- Working knowledge of security concepts including secure protocols, encryption, public/private keys, certificates, TLS, SSL, SSH and SFTP
- Working knowledge of Windows environments including Active Directory, NTFS, Windows Shares
- Experience interacting directly with customers
- An interest in technology and a desire to learn new technologies.

**Work Environment/Benefits:**

- Casual work environment
- BC/BS Medical, Prescription, Dental and Vision coverage available
- 10 paid company holidays, 2 weeks paid vacation, 5 personal/sick days

**About South River Technologies:**

Founded in 1996, South River Technologies develops file management and file collaboration software. Located in Annapolis, MD and easily accessible from I-97 and Route 50, SRT is a dynamic and fast growing company. The company has been experiencing excellent sales growth over the past few years. We are a family-friendly company – we offer a casual work environment and flexible work hours.

Interested candidates may submit their resume and salary requirements in confidence to [jobs@southrivertech.com](mailto:jobs@southrivertech.com). Principals only please, no Agency Resumes.