



Linux Tech Support Engineer

antsle is seeking a **Linux Technical Support Engineer** to join our innovative team. antsle is a rapidly growing startup that has created a solution for Edge Computing and Private Cloud Computing. Developers & geeks alike love antsle because of its affordability and built-in privacy compared to public hosting. The antsle Private Cloud Server ensures an efficient and joyful user experience by combining cutting-edge hardware with our preinstalled software anstleOS and antMan. Our antsleOS is based on the mighty Gentoo Linux with libvirt technology, supporting both KVM and LXC virtualization. If you're passionate about giving freedom, control and data ownership back to the people then this is the place for you!

Fun things you'll be doing to make an impact:

- Provide tech support that will make the smile on our customers' faces even bigger by answering questions related to our antsle platform, product, and service inquiries.
- Proactively report bugs (but not ants!), defects, and feature improvements the moment you recognize them. **You** are the one in direct interaction with our customers and the company is dependent on your feedback.
- Problem resolution of various systems, including OS, hardware, and/or network related issues based on our service level agreements (SLAs).
- Maintain documentation relating to the effective and joyful use of an antsle, as well as troubleshooting.
- Consistently update our internal knowledge base and create articles that the team will love you for.

Skills that will help you succeed:

- Hands-on Linux systems administration experience
- Magical abilities of navigating the Linux command line
- 1 yr+ Technical Customer support experience or equivalent
- Ability to identify and troubleshoot network and TCP/IP issues, including SDN, DNS, DHCP, SSH, FTP, and HTTP

Your enthusiasm to learn is just as important to us as what you currently know, hence the following are preferred but definitely not required:

- Hands on Windows systems administration experience, Domain Admin, AD, PowerShell, ...
- Scripting and/or programming experience
- Familiarity with common Linux server applications such as Apache2, Nginx, MySQL, etc.
- A master with Gentoo Linux, including portage/emerge
- Strength of experience with virtualization technologies: libvirt, KVM, LXC, Docker, Vagrant, etc
- Knowledge of Cloud Services such as AWS, DigitalOcean or Linode.
- 2+ years experience with Linux or related technology
- Network+, Linux Essentials, or similar/higher certification

What your colleagues are saying about antsle:

- Our culture is based on mutual trust and empowerment of each individual on our team. We believe that human dignity is inviolable, and that open communication independent of corporate hierarchy is key to success. We are all part of this winning team, where you, too, can thrive in our autonomous, innovative environment.
- Compensation is based on experience.
- Located in Downtown San Diego, you will enjoy beautiful weather year round, stunning beaches, a relatively low cost of living, and a thriving tech and startup community.
- We embrace cutting-edge and open-source technology (e.g. Clojure, using the functional programming paradigm, Gentoo, ZFS, etc.), where it is the most effective in our development process.

antsle is most decidedly an equal opportunity employer. We encourage applicants of diverse backgrounds and hire without regard to race, color, gender identity, religion, national origin, ancestry, citizenship, physical abilities, age, sexual orientation, veteran status, or any other characteristic protected by law to apply.

Please submit your resume and an optional cover letter to careers@antsle.com with your first and last name along with the position you are applying for in the subject line. We're only accepting applications from those who are local to the greater San Diego area. Please do not apply if you live remotely.