



## **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, antMan. Our OS is based on 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!

### **What you'll do to make an impact:**

- Provide fantastic tech support that makes the smile on our customers' faces even bigger.
- 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 contact with our customers and your feedback is critical to improve the product.
- Problem resolution of various systems, including OS, hardware, and/or network related issues based on our service level agreements (SLAs).
- Maintain and create documentation on how to effectively use the Antsle platform.

### **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 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 in Gentoo Linux, including portage/emerge.
- 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.

**Some more to know about Antsle:**

- Our culture is based on mutual trust and empowerment of each individual on our team 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 an autonomous, innovative environment.
- Compensation is based on experience.
- Located in Downtown San Diego.
- 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.

**Getting Started**

- This position is open to applicants living in the San Diego area.
- If you want to get extra attention from the hiring team, find a creative way to incorporate the linux command "rm" in your note/letter when applying and send your resume to [careers@antsle.com](mailto:careers@antsle.com).