



Job Title: Senior Customer Support Engineer
Department: Customer Support
Reports to: Director, Customer Support
Location: Cambridge, UK

Position Summary:

Bromium's Customer Support organization is responsible for ensuring a high level of customer satisfaction by providing excellence in technical support to Fortune 500 clients and partners for all Bromium solutions. If you like working with smart, driven people in a passionate and dynamic work environment and want to be part of the next billion dollar business, you will love it here at Bromium.

As a Senior Customer Support Engineer you will have the opportunity to use your communication, organization and problem solving skills, information technology experience and passion for excellence in customer satisfaction.

You will work closely with the support team to roll out product upgrades, patches and help troubleshoot desktop configurations and policy related issues that may impact the correct operation of Bromium products. Given the critical nature of the customer issues supported, some after-hours/weekend work may be required.

Key objectives for this role:

The Senior Customer Support Engineer will be responsible for handling customer technical questions thoroughly and in their entirety, providing proactive defect/fix analysis and delivering top-notch problem resolution, in a timely and autonomous manner.

- Responsible for customer-facing support of POC and current customers
- Serve as a Bromium expert educating customers on best practices
- Deliver ad hoc training to customers as needed
- Identify and champion product enhancement requests and product support issues
- Pro-actively identify and fix gaps in process and procedure relating to support team duties

The ideal candidate will have:

- Proven experience providing excellent Technical Customer Support/Services.
- Proven experience troubleshooting and maintaining Windows Operating systems (Windows 7, Windows 8, Windows 10, Windows 2008, Windows 2012)
- Familiar with Microsoft System internals suite (Process Monitor, Process Explorer, RamMap)
- Strong knowledge of browsers, plugins, and networking
- Familiar with browser and network troubleshooting tools (Wireshark, Fiddler)
- Understanding of virtualization technology (VMWare workstation, ESX, Virtual Box, Xen)



- Understanding of end point security products (Mcafee HIPS, Symantec SEP, Bit-9)
- Confident with level 2 customer escalations, in a thorough and independent manner.
- Excellent communication skills, both verbal and written
- Excellent time management skills
- B.S in Computer Science/Engineering or related technical degree or equivalent work experience.
- Highly self-motivated, with a desire to learn continuously through your own inclination.

The following skills and attributes are a plus:

- Knowledge with enterprise endpoint management tools (SCCM, Altiris)
- Experience with proxy technologies (BlueCoat, Zscaler)
- On-site customer support experience providing business critical services

Company Overview:

Bromium was founded in 2010 with a mission to restore trust in computing. The company's founders, Ian Pratt and Simon Crosby have a long and deep history of innovation in virtualization and security. Inspired by the isolation principles of traditional virtualization, the Bromium team has created a game-changing new technology called micro-virtualization to provide powerful enterprise by protecting end users against advanced malware. Bromium has its headquarters in Cupertino, California and an R&D center in Cambridge, UK. The company is backed by top-tier investors, including Andreessen Horowitz, Ignition Capital, Highland Capital Partners, Intel Capital, Meritech Capital and Lightspeed Venture Partners.

For more information visit our website: <http://www.bromium.com>

To apply:

Please submit your resume and cover letter to: jobs@bromium.com