Support Engineer

Role Title: Support Engineer

What you would do:

As a Support Engineer, you would be responsible for providing support to customers who use GitLab. This includes responding to customer inquiries, troubleshooting issues, and coordinating with other teams as needed. You would also be involved in the development of the product, working alongside Product Managers to define and shape the product goals, roadmap, priorities, and strategy.

Requirements:

You should apply if:

- You have the technical acumen to contribute to the product development.
- You're a support professional with strong problem-solving skills.
- You have the ability to use GitLab.
- You have the additional experience that our roles require.
- You can effectively communicate complex technical topics to customers and coworkers of varying technical skill levels.
- You appreciate the value technologies like Serverless and Kubernetes bring.
- You have knowledge of DevOps methodologies.
- You have experience with CI/CD.
- You enjoy solving many small problems per day.

You'll be able to thrive at GitLab if:

- You've got great interpersonal skills.
- You're a support professional with strong problem-solving skills.
- You can contribute to the product development.
- You have knowledge of DevOps methodologies.
- You have experience with CI/CD.
- You have the ability to use GitLab.
- You have the additional experience that our roles require.

You'll grow in the role:

- You'll be able to contribute to the product development.
- You'll develop your technical skills.
- You'll have the opportunity to work with a diverse team.
- You'll have the opportunity to travel and work remotely.

How you'll be measured:

- You'll be measured on your ability to resolve customer issues.
- You'll be measured on your ability to contribute to the product development.
- You'll be measured on your ability to collaborate with other teams.

How you'll be compensated:

- Your compensation will be based on your experience and skills.
- You'll receive equity as part of your compensation package.

We offer:

- Work remotely so you have no commute and are free to travel and move.
- Have flexible work hours so you are there for other people and free to plan the day how you like.
- Work on a product you use every day: we drink our own wine.
- Have a culture where everyone can contribute to all digital content, and our mission is to change all creative.
- Have a video conferencing platform that connects you to people around the world.
- Have a support engineering team that encourages you to ask questions and learn new things.
- Have a culture where people respect your time.
- Have a culture where people respect your space.
- Have a culture where people respect your voice.

Hiring Process:

- Qualified candidates will be invited to schedule a 30-minute screening call with our Global Recruiters.
- Then, if the screening is successful the candidate must still receive, complete and pass the technical assessment.
- The technical assessment will include a code challenge.
- Next, candidates will receive a technical assessment via email by the Recruiter. Candidates have 6 week days to complete the assessment, upon request they can have move time to complete it. The technical assessment will include a code challenge.
- Selected candidates may receive a short questionnaire from our Global Sourcers.
- NOTE: For candidates directly sourced, the 30-minute screening call may precede the technical assessment.

Additional Requirements:

- You'll need to have access to a terminal with Bash or similar. You will also need to have an SSH key pair.
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