

Company Overview

AEP Networks offers secure communications, networking and application access for government, enterprise and carriers. We work with systems integrators, managed service providers and channel partners to deliver integrated solutions incorporating our leading edge products:

- Enhanced-grade secure voice and multi-service data platforms that support a wide range of communications protocols and network topologies
- Hardware Security Modules (HSM) for cryptographic key management and storage
- High assurance networking via IPSec-based VPN encryptors for site-to-site security and remote access
- Secure remote access to networks and applications – including virtual environments – via application-layer security gateways and SSL VPNs

Our global company is growing and we are pleased to be in a position to recruit for our support team in Kuala Lumpur. This is a fantastic opportunity for someone who likes to tackle a variety of technical challenges from telephone support to installation and consultancy.

Support Engineer – General responsibilities

- Handle a large variety of customer support requests and provide assistance trouble shooting issues relating to our products including the integration thereof into complex networks.
- Carry out testing of products when required to confirm customer findings, test new hardware and / software features.
- Assist with the documentation of new features and fixes
- Provide onsite assistance when troubleshooting complex problems and when required, carryout new installations
- Provide other technical services, such as consultancy and design services
- Have flexible working hours

Skills

- Knowledge of networking and networking protocols including TCP/IP, ISDN, VoIP, Frame Relay, X.25, Ethernet, Bridges, Routers, Switches, Serial Interfaces etc. IPSEC experience desirable.
- Knowledge and experience of following technologies
 - Hardware Network and Remote Access encryption technology
 - Application Layer VPN technology
 - SSL VPN technology
 - Next Generation Network Policy Management technology
 - PKI, Multi-protocol routing, Encryption
- Experience of Vados, Netilla, Net and/or Keyper products is highly desirable

Attributes

- Strong communication skills and the ability to articulate concepts and theory of technology on the phone, face-to-face or via e-mail
- Willing and able to learn quickly; picking up complex technologies through reading of existing documentation and through hands-on experimentation.
- Ability to work independently and as part of a team in a well planned and structured manner without supervision
- Ability to multi-task and work in a fast paced and multifaceted environment.
- Strong IT skills, proficient in Word, Excel and PowerPoint
- Willing to travel
- Will be required to undergo security clearance checks