

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

We are pleased to be in a position to recruit for our support team in **Ascot**. This is a fantastic opportunity for someone who likes to tackle a variety of technical challenges.

Support Engineer – General responsibilities

- Handle a large variety of 1st to 3rd level customer support requests and provide assistance troubleshooting issues relating to our encryption and HSM 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 and upgrades
- Provide other technical services, such as consultancy, demonstrations and design services

Skills

- Essential knowledge and experience of
 - IP Networking (e.g. configuring/managing/operating a network)
 - Installing, configuring and use of operating systems; Microsoft Windows (2003, 2008), GNU Linux, FreeBSD, Solaris and VMs (VMWare, Hyper-V, XEN)
 - Crypto basics
 - PKI
 - Product integration, ideally using products such as Microsoft CA, Tumbleweed VA, BIND, OpenDNSSEC, Adobe LiveCycle, Entrust Authority, RSA Keon, Red Hat CMS, Cybertrust UniCERT, EJBCA
- Desirable knowledge and experience
 - WAN Technologies (MPLS etc)
 - Very basic C/C++ programming using GCC/Visual Studio Day to day use of basic Bourne shell scripting
 - PKCS11 API
 - Microsoft CAPI
 - Java JCE
 - Exposure to AEP Keyper or Net products

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
- Methodical, systematic and thorough approach to problem solving
- 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 and work flexible hours
- Will be required to undergo government security clearance