

Customer Escalation Engineer at Aruba Cape Town

About the Company

Aruba, a Hewlett Packard Enterprise company and global leader in networking products and services, acquired local startup Cape Networks in 2018. As Cape Networks we had a big vision: to improve the way the Internet works for everyone. We built a small team of skilled engineers and designers in Cape Town and a product that won us Best Startup of the year from Wi-Fi NOW.

Today, our product is the fastest growing in the Aruba portfolio and our Cape Town-based team is recognized as being at the leading edge of design thinking and execution. Now is a unique opportunity to join our growing our team, build new products, and scale our systems to meet a >100x surge in demand during the next 12-18 months.

What do we do?

Our product gives IT managers insight into how their users are experiencing Wi-Fi, network, and application performance, and helps them fix problems before users complain. Other performance tools are complex and intimidating, built by network engineers for network engineers; ours is beautiful and simple, and our customers love it. Our sensor hardware is a delight to install and our software is easy and fun to use. Our product is used in offices, universities, banks, hotels, airports, stadiums, retail stores, and more - every business with Wi-Fi is a potential customer that we can help.

We design all our own hardware and software in Cape Town. Our software systems are built entirely in-house using Python, React, InfluxDB, and AWS Kinesis and other technologies. We are truly a full stack company, with a great set of technical challenges to work on.

About you

Are you a problem solver, quick study and a good communicator? We're looking for an ever curious technical customer support expert who is eager to evolve a great product and work in a fast-paced, flexible, and collaborative environment.

What you will be doing

Feeding your hunger for cutting edge knowledge and your drive for refining process, you will be leading the delivery of an excellent customer experience by driving and enhancing the technical customer support process.

This would include liaising between Aruba Global Support Centre, our customers, and the development team, ensuring that the support burden on the tech team is reduced.

You will be building an understanding of where support is lacking and where it needs to improve, collaborating with product manager and development team to ensure these improvements are implemented.

You will be responsible for creating first class internal and customer-facing Help Centre documentation, training and processes around support.

In a nutshell, you would own support and ensure it remains best in class as the business scales.

Skills

- Excellent problem-solving ability
- Technical customer support experience
- Effective time management and organisational skills
- Excellent written communication

Qualities

- Creative thinker and self-starter
- Fine attention to detail

Bonuses

- Wireless networking knowledge and experience
- Technical background

What we are offering

- Excitement and growth of a startup with the resources and security of a Fortune 100 company
- Full-time position
- Great remuneration policy
- Excellent benefits
- Opportunity to shape the product and customer experience
- Growth and global scope

Contact

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