anchore

JOB DESCRIPTION: Customer Success Engineer
REPORTS TO: Vice President, Customer Success
Location: Remote***

*** Located in the following geographical regions: Massachusetts, D.C./northern VA, Raleigh-Durham, Atlanta, United Kingdom

Overview: *Headquartered in Santa Barbara, California, Anchore is a remote-friendly company with our team of Anchorenauts hailing from all over the United States, the United Kingdom and Europe.*

Guided by our core values of respect, openness, and ownership, we empower each other to continuously grow. We see diverse backgrounds and perspectives as a source of strength. We're passionate about protecting software supply chains by making it easier for developers and security teams to deliver secure cloud-native software. Together, we've built a platform and open source tools that help organizations secure the software they build without compromising velocity.

Join us in forging the future of software security. We're in search of driven and innovative professionals looking to push the limits of technology.

What you can expect to do be doing (job responsibilities)

You'll be expected to take a high level of ownership in proactively managing and solving customer support cases, from basic usage and configuration to complex troubleshooting and problem resolution. You'll be collaborating closely with engineering teams and will also be expected to work cross-functionally in support of our professional services engineers on early-stage implementation and with our account teams to steward an overall excellent customer experience. You will be responsible for ideation of feature requests and other enhancements which improve the quality of experience for our customers and operators, working as an advocate behind the scenes. You'll also take responsibility for developing and maintaining knowledge bases, documentation, and training materials.

What you'll need to bring (minimum requirements)

- 5 years+ in a customer-facing role such as consulting, support or operations.
- Significant practical experience in computer science, the information security domain or a related field.
- Strong understanding of fundamental security concepts and best practices (e.g. encryption, authentication, access control).
- Familiarity with vulnerability management (e.g. identification, remediation and reporting).

anchore

- Experience working with Linux-based web applications and APIs.
- Experience working with containers across one or more platforms (Docker, Kubernetes, Red Hat OpenShift etc.).
- Strong knowledge of software development lifecycle methodologies and practices.
- Experience working in pipelines with CI/CD tools such as Jenkins, GitLab etc.
- Proficiency in scripting languages (e.g. Python, Bash) for workflow automation
- Experience working with public cloud platforms (AWS, Azure, Google Cloud etc.).
- Experience debugging distributed systems.
- Relevant certifications from K8s, CISSP, OSCP, CSP Certs etc.
- Prepare and deliver training materials to customers on software usage and best practices

As an all-remote company, the expectation is that you will be a **visible, active** and **engaged presence** within the company and with its customers and open source users, and will attend the majority of video meetings with the camera and microphone turned on when such meetings are scheduled using the video conferencing software.

What we'd love to see (preferred qualifications)

- An ability to dive deep technically to diagnose customer issues, offer steps to resolve and if needed support the implementation of fixes and workarounds.
- A demonstrable obsession for customer satisfaction, working hard to earn and keep trust with attention to the wider overall customer experience.
- Track record of ownership of tasks and experience in time management and prioritization.
- A proven history of self-development and proactive learning
- Track record of building solutions to solve complex problems
- Ability to gather customer feedback and identify areas for improvement
- Application development experience in a relevant language (e.g. Python, Go)
- Awareness and an interest in Software Supply Chain security

At Anchore, you can expect a challenging role within one of the fastest-growing startups in the hottest space in today's technology market. We are well-funded with a strong customer base. We offer very competitive salaries, industry-standard benefits (e.g. medical/dental/vision care, flexible vacation, etc), and stock-option grants.

As an Equal Opportunity Employer, we do not discriminate on the basis of color, national origin, religion, gender, age, veteran status, sexual orientation, marital status or disability. Anchore reserves the right to conduct a background check on applicants after a conditional offer of employment is made.