

## Systems Support Engineer II - Remote

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Company: Akamai

Location: Costa Rica

Category: computer-and-mathematical

**Do you enjoy problem-solving and implementing solutions?**

**Does working in a highly collaborative environment excite you?**

**Join our DevOps team**

Our DevOps team is responsible for administration and enhancement of systems that run a variety of services on virtual and physical infrastructures. As an industry leading team, we work to increase productivity and security while decreasing cost, downtime, and repetitive tasks. We increase productivity of all employees while minimizing downtime

**Partner with the best**

You will focus on the development and operation of the Endpoint Privileged Management solution. You will be implementing and managing EPM applications and allowances, developing proactive solutions, and providing world-class customer support to the Akamai Helpdesk and employees. You will help manage a business-critical service which connects nearly every global client device internally.

As a Systems Support Engineer II, you will be responsible for:

Administering and tuning of Endpoint Privileged Management policies across WindowsmacOSUbuntu client operating systems.

Configuring of the endpoint privileged management software including RBAC, whitelisting, blacklisting of applications.

Configuring, administration, and implementation of operating systems and applications with regards to EPM.

Developing, documenting, and enforcing the standards, security procedures, and controls for access to ensure integrity of platforms

Working alongside multiple teams, and employees to ensure approved and blocked applications have proper policies implemented.

Utilizing PAM solutions, a credential vault, client credential rotation, and mechanisms to discover and manage privileged identities.

Working with QA on testing and validation of software, policies, account elevation, and new client operating systems.

### **Do what you love**

To be successful in this role you will:

Have 5 years experience of administration with endpoint privileged management software and processes (CyberArk, BeyondTrust, etc)

Be knowledgeable about the architecture for production and QA for a SAAS endpoint privileged management solution.

Have knowledge on client operating systems (Windows, Mac, Ubuntu).

Have the ability to analyze, troubleshoot and resolve issues for client operating systems running without administrator privileges.

Possess solid experience in administration of MacWindowsLinux client operating systems, scripting, and packaging.

Have a understanding of workflows within Helpdesk ticketing systems such as ServiceNow, RemedyForce, etc.

### **Work in a way that works for you**

FlexBase, Akamai's Global Flexible Working Program, is based on the principles that are helping us create the best workplace in the world. When our colleagues said that flexible working was important to them, we listened. We also know flexible working is important to many of the incredible people considering joining Akamai. FlexBase, gives 95% of employees the choice to work from their home, their office, or both (in the country advertised). This permanent workplace flexibility program is consistent and fair globally, to help us find incredible talent,

virtually anywhere. We are happy to discuss working options for this role and encourage you to speak with your recruiter in more detail when you apply.

what makes Akamai a great place to work

Connect with us on social and see what life at Akamai is like!

**We power and protect life online, by solving the toughest challenges, together.**

At Akamai, we're curious, innovative, collaborative and tenacious. We celebrate diversity of thought and we hold an unwavering belief that we can make a meaningful difference.

Our teams use their global perspectives to put customers at the forefront of everything they do, so if you are people-centric, you'll thrive here.

### **Working for you**

At Akamai, we will provide you with opportunities to grow, flourish, and achieve great things. Our benefit options are designed to meet your individual needs for today and in the future. We provide benefits surrounding all aspects of your life:

Your health

Your finances

Your family

Your time at work

Your time pursuing other endeavors

Our benefit plan options are designed to meet your individual needs and budget, both today and in the future.

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Generated on: 2024-05-04 by Expertini.Com