

Job Description

Implementation Engineer

SPHERE is searching for an Implementation Engineer who will be responsible for the installation, configuration and customization of SPHERE's proprietary software platform, SPHEREboard. This candidate will work closely with customers to resolve support issues, log bugs, and manage new feature requests. You will be part of a talented software team that works on greenfield mission-critical applications for our software products that Fortune 500 companies depend on to mitigate their internal security risks.

Essential Functions:

- Install SPHERE proprietary product SPHEREboard at client sites. Mostly remote and occasionally onsite
- Manage SPHEREboard upgrades at client sites
- Submit JIRA tickets to development team and manage client requirements
- Manage support tickets from clients
- Work with development teams on new features and enhancements
- Keep track and prioritize development issues and enhancement requests
- QA all new releases and development tickets
- Gather feature request from clients for SPHEREboard implementations
- Ensure all in house product versions of SPHEREboard are demo ready
- Maintain lab data and modify it for demos and presentations
- Test new third-party partner products
- Test, develop, and maintain connectors & workers

Requirements:

- Bachelor's degree in Computer Science or a related field, preferred
- Ability to write and understand SQL scripts
- Strong interpersonal and communication skills; capable of training users writing basic documentation
- Familiarity with database fundamentals and transactSQL
- Knowledge of folder and share permissions (CIFS and NFS)
- Expertise with excel
- Knowledge of Microsoft Exchange, including Mailbox and Public Folders
- Ability to write scripts in some administrative language such as VBScript or Powershell



- Possess excellent written and verbal communication skills
- Excellent communication and interpersonal abilities.
- Knowledge of SharePoint, Active Directory, and file shares

To Apply

Send your resume to careers@sphereco.com

About Sphere

SPHERE is an industry-disrupting organization that has redefined how companies achieve controls across their environment. We've productized 10 years+ of experience into a purpose-built automation platform, SPHEREboard. The solution provides an innovative approach, starting with collection and incorporating remediation, of your most critical data, privileged accounts, on-prem Messaging and O365 assets. Our mission is to provide best-of-breed software and services for all your access governance needs. Our office is headquartered in Newark, NJ, across from the Newark Prudential Center and Newark Penn Station.

SPHERE is an equal opportunity employer. Applicants will be evaluated without regard to race, color, religion, sex, national origin, disability, veteran status, and other legally protected characteristics.