

Middleware Technical Support Engineer Tokyo, Japan

The Role:

You will experience every day how we do support differently, by working hand-in-hand with our team of Middleware Support Experts as well as with R&D and Engineering. This day-to-day cooperation will offer a great opportunity to learn beyond regular training. Primary responsibilities will include providing production technical support as well as developer-to-developer assistance for the JBoss and MetaMatrix products.

This position offers the opportunity to support enterprise Java applications delivering middleware solutions to customers of all sizes. This cross-functional middleware role requires a solid blend of development and administration experience and will focus on data. It is a very fast paced position offering nearly endless learning and growth opportunities.

A large majority of support is accomplished through a web portal, although phone and IM are also utilized. The work location will be Red Hat's Tokyo office.

Primary Responsibilities:

- To support enterprise Java applications delivering middleware solutions to customers
- To provide production support & developer-to-developer assistance
- Exceed customer expectations with outstanding customer service
- Consult and develop relationships with in-house engineers and developers to drive creative solutions and improve customer satisfaction
- Document problem solutions within the company knowledgebase

Required Skills & Experience:

- Deep knowledge of the Java platform & strong Java development experience (5+ years)
- Experience with RDBMS/Java DB
- Prefer experience with and knowledge of one or several JEE/App Server technologies such as JMS, Web Services, Servlets, JSP, JDBC, Hibernate, Tomcat or Datasources
- Prefer in-depth knowledge of data modeling, database servers and/or SQL
- Proven ability and willingness to learn new open source middleware technologies
- Must possess strong customer service skills
- Outstanding Japanese communication skills, English skills an advantage
- An ability to deal with change and limited structure

Company Profile:

What began as a better way to build software - openness, transparency, collaboration - soon shifted the balance of power in an entire industry. Today Red Hat's technology drives some of the world's largest enterprises - environments in which infrastructure stability means business survival. Our continued success is proof of the power of the open source development model. At Red Hat, we pride ourselves on collaboration, openness, and the intrinsic value derived from people of different perspectives uniting and working together towards a common goal.

It all starts with our employees.