



**Contact:**

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## Field and Support Engineering Manager

PowerCloud Systems delivers cloud-based software that OEMs integrate with their business networking products. The CloudCommand™ online platform makes networking equipment and resources dramatically easier to deploy, configure, secure and manage -- all at a very low cost. Based in Palo Alto, PowerCloud Systems is a spin-out from PARC that is funded by PARC, Walden Venture Capital and Javelin Venture Partners. This is a unique opportunity to join a brilliant, fast growing and well-funded start-up, while leveraging the research and innovation exposure of PARC.

We are actively seeking an experienced and self-motivated Field and Support Engineering Manager with in-depth knowledge of network design, deployment and configuration to spearhead the growth of the field engineering and support team for a revolutionary line of cloud-managed networking products.

### Requirements:

- 8+ years experience as field engineer with systems/network integrators or networking equipment resellers
- 5+ years experience in a technical and field management role
- Experience developing product documentation and codifying best practices
- Track record of building and management a field engineering team, best if in a startup environment
- Proficiency in networks design, deployment, configuration and management
- Advanced networking monitoring/troubleshooting skills
- Hands-on knowledge in deployment and configuration of 802.11n wireless networks
- Proven ability to be creative and resourceful in a fast-paced, entrepreneurial environment

### Desired skills:

- QA experience and ability
- Experience with server OSs (Windows, Linux)
- Experience with network analysis tools and wireless sniffer
- Familiarity with open source software and related business models
- Experience with cloud-based infrastructures
- Experience working in partnership with networking OEMs and ODMs

### Desired traits:

- Proven ability to be creative and resourceful in a fast-paced, entrepreneurial environment
- Must be comfortable working on multiple projects across different domains simultaneously
- React well and quickly to frequent project demands and requirement changes
- Excellent analytical, troubleshooting and problem solving skills.
- Strong written and communication skills and enjoy working in a start-up environment.