**ExtraHop Networks: Technical Marketing Engineer**

Want to write code that solves the most challenging technical problems for the world’s largest and most demanding IT environments? ExtraHop is one of the few new software companies to touch and provide insight into the entire IT ecosystem.

We're looking for a Technical Marketing Engineer (TME) who is passionate about technology and motivated to collaborate with visionaries in computing and software. Are you ready to make a real-world impact? When it comes to marketing ExtraHop solutions, we want technical experts on our team who have the initiative and creativity to positively transform IT Operations. We believe great marketing is first achieved by being able to accurately show customers what's possible with our groundbreaking operational intelligence platform. Whether we're providing support to our field sales with Application Inspection Triggers (AI Triggers), demonstrating how simple and powerful they are at monitoring anything in the payload, or developing solution bundles for snap-in simplicity, the Technical Marketing Engineer tells the ExtraHop story by showing how it’s done. Our TMEs will be the primary resource for technical community development and evangelization, building our rapidly growing community of operational intelligence experts. Your involvement with marketing extends to all facets by helping develop technical co-marketing programs with our ecosystem partners, promoting specific ExtraHop use cases, and developing video tutorials. We count on our technical marketing engineers to connect with our target audience and deliver the most compelling messages. We're looking for network, infrastructure, application, and IT operations experts with charisma and intelligence to communicate well with virtually any audience.

As a TME, you'll have a range of roles, including developing AI Triggers and Solution Bundles, assisting in lab setup for specific applications, developing custom reports within our platform that give tremendous operational insight to our customers and then evangelize that through our online community, public website, videos, and speaking opportunities. You’ll also assist with things like product benchmarking, use-case development, competitive analysis, whitepapers, and sales and marketing support. This is an incredibly dynamic job and a great launching pad for a career with one of the fastest growing companies in the IT Operations Management space.

**Duties and Responsibilities**

- Write wickedly cool code via our AI Triggers (JavaScript) that enable customers to monitor virtually anything that passes over the wire. Develop solution bundles (a combination of AI Triggers, dashboards, alerts/thresholds, etc.) targeted at specific applications, infrastructure components, and use-cases.
- Manage our burgeoning community of operational intelligence experts by moderating the forums, providing sample code, releasing solution bundles, and creating video tutorials with a focus on making our customers successful.
- Work with Business Development, Product Management, Marketing, and SEs to prioritize new solutions and focus areas especially in relation to our ecosystem partners like Splunk.
• Write a community blog demonstrating the what, how, and why of ExtraHop’s effect on IT operations.
• Write white papers and other collateral to assist marketing efforts.
• Serve as a technical evangelist and speaker for tradeshows, user groups, channel events, technology partner events, and webinars.
• Help design and drive the requirements for our online web presence, especially as it relates to our community site.
• Assist in growing our lab where you can explore the application of ExtraHop across a whole new class of use-cases and scenarios.
• Work with Product Management to share knowledge and provide feedback as you research new solutions.

Required Qualifications and Experience

• At least 3 years of increasing experience as an SE, technical support engineer, product management engineer, or technical marketing engineer.
• Experience spinning up and maintaining lab solution setups using virtual platforms, like VMWare ESX.
• Proven programming experience, ideally using JavaScript and Python.
• Comfort generating and analyzing packet captures using tools like Wireshark.
• Must be a great technical public speaker.
• Must have at least 2 years of experience working with or running online communities on a daily basis.
• Have a deep empathy for the role of IT Operations and a desire to make our customer’s (and non-customer’s) lives better.
• Solid writing skills. You’ll be expected to provide past examples of blogs or other written work.
• Good technical knowledge of the entire IT ecosystem: network, infrastructure, web, applications, security, databases, storage etc.
• Understanding of basic network protocols, like TCP and HTTP, at the packet level.
• Demonstrated enthusiasm and passion for new technology research and application.
• Must have genuine curiosity and ability to learn quickly.
• Ability to meet deadlines in a fast-paced environment.

ExtraHop Networks was founded in early 2007 by engineering veterans from F5 Networks and architects of the BIG-IP v9 product. The company’s award-winning ExtraHop Application Delivery Assurance system is the industry’s first completely passive network appliance that provides application-level visibility with no agents, configuration, or overhead.

At ExtraHop Networks, we are focused on building a great company that delivers superior technology and solutions for our customers. We are competitive and professional and enjoy both working and playing hard. Our hiring process is rigorous and selective in nature, designed to provide a great opportunity for career advancement as well as to create a tightly knit team built on mutual respect and trust. We promise an environment where you will have an opportunity to shape your career while playing an instrumental role in building the next great systems company.

ExtraHop Networks is an Equal Opportunity Employer.