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Senior Technical Support Engineer - Shifted Work Week | Ping Identity

Cover letter

A login issue can look simple from the outside. To the person locked out, it's the whole problem. I've been on both sides of that ticket: building the authentication flow and taking the call when a customer couldn't get where they needed to go. That's why Ping Identity's support role caught my eye.

At Front Range Internet, I ran the NOC and was on call for the issues the team couldn't resolve. I built diagnostics for the operators and documented recovery steps so the next person had somewhere to start. Through Technomancy IT, I still work directly with clients, and I've implemented OAuth and OIDC for applications and APIs, worked on SAML and SCIM integrations, and built access controls into shared services. At Office Evolution, I built a Linux router that tied each customer's individual Wi-Fi accounts to the right office network.

What I'd enjoy at Ping is following those messy issues all the way through: getting a customer unblocked, giving Engineering enough detail to reproduce what happened, and leaving something useful behind for the next person who runs into it.

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