



Duo Security, Customer Solutions Engineering (CSE) Internship

As part of the Customer Solutions Engineering (CSE) team you will be exposed to what it takes to become a Solution driven engineer. Duo is looking for an intern to help a very busy team documenting new solutions and technical approaches into our internal repositories. Also, while being exposed to the science and technical process behind what we do here in Duo as leaders in security solutioning. We need your help crafting and editing content for our internal Wiki, and a variety of other requirements built into the different projects we are working on today. As a junior member of our CSE team, you will contribute to creating and improving the content that helps our new engineers track our growing solutions list and technical approaches. This will assist with disseminating internal knowledge and eliminating technical gaps.

What you'll do...

As a junior CSE Intern, you will

- Attend and shadow customer's conference calls
- Work with the Customer Success Management (CSM) team to capture important customer data as part of the solution documentation process
- Engage with the CSE team members to capture the technical details for documentation and personal technical growth.
- Edit and work with our Global Knowledge team to help publish internal/external knowledge base articles
- Create, edit and publish internal Wiki articles

Skills you have...

- Familiar with technology. A technology based education or work experience as a background would be a plus
- Comfort asking questions about technical concepts you are unfamiliar with
- Comfort around using video conferencing tools
- Comfortable with using Word processing and reading spreadsheets
- Good background with creating written content -- ideally technical content
- Good understanding of grammar, formatting, and tone

3 reasons why you should apply...

- You are technically inquisitive and derive satisfaction from driving the success of your own work - you live for that “a-ha!” moment when their light bulb shines!
- You are self motivated and love a new challenge and thrive in a fast-paced environment
- You love working in a team of smart individuals where everyone brings their ideas to collaborate together on solutions without egos to get in the way.

Internship Details...

- You'll be working with teams based out of our Ann Arbor, MI and Austin, TX offices
- Program dates are May 24th - August 20th
- Roles are full time and 40 hours per week, Monday - Friday
- Generous pay and employee perks

If you like what you see above then this internship may be for you...

Duo Security, now a part of Cisco, is the leading provider of Trusted Access security and multi-factor authentication delivered through the cloud.

Duo's mission is to make security simple for everyone. We were born from a hacker ethos and a desire to make the Internet a secure place. We believe in empowering people to follow their passions inside and outside of the office and enable every employee to bring their whole self to work.

Our team is our secret weapon. We run the spectrum from artists to analysts, low-key to high energy, and bring together a diversity of skill sets, experiences, and perspectives to solve what we consider to be the world's most pressing geopolitical challenge — transforming the security industry as we know it. Together we build solutions that are easy, effective, trustworthy, and enduring. And that's why we are the most loved and trusted company in security.

Duo is committed to cultivating and preserving a culture of inclusion and connectedness. We are able to grow and learn better together with a diverse team of employees. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, and talent that our employees invest in their work represents not only part of our culture, but our reputation and Duo's achievement as well. In recruiting for our team, we welcome the unique contributions that all potential candidates can bring in terms of their education, opinions, culture, ethnicity, race, gender identity and expression, nationality, age, languages spoken, veteran's status, religion, disability, sexual orientation and beliefs.

And if this role is exciting to you, we encourage you to apply even if you don't meet all 100% of the description or qualifications. Finally and most importantly, we are a proud Equal Opportunity Employer.