

### **1. Senior QA Engineer x 6**

**Requested by: Enterprise/VLE Team x3; Core Techx2; CTSx1**

#### **Responsibility:**

- ◆ Test planning and test feasibility study, in parallel with the progress in product development plan and design stage.
- ◆ Test environment design and build up, based on the product goals in customer's requirement
- ◆ Design product test strategy and methodology in performance, stress, volume and etc.
- ◆ Automate the testing and improve the test efficiency
- ◆ Test case design, execution, and bug submission, reporting, and issue follow-up for bug resolution
- ◆ Design and analyze test quality with measurable metrics to ensure and improve the quality of the test process and deliverables
- ◆ Provide product quality report, quality analysis for product release and further improvement plan
- ◆ Deliver quality training and documentation for product supporting and sustaining
- ◆ Requirements:
- ◆ Capable in writing, reading email, tech doc. Good spoken English to participate meetings is preferred
- ◆ Experience in test improvement as test automation or system administration in internet/intranet or security is preferred
- ◆ Master in software testing; QA; windows/Unix platform

### **2. QA Engineer \*5**

**Requested by: Enterprise/VLE Team x3; Core Techx1; CTSx1**

#### **Job Description:**

- ◆ Test planning and test feasibility study, in parallel with the progress in product development plan and design stage
- ◆ Test environment design and build up, based on the product goals in customer's requirement
- ◆ Design product test strategy and methodology in performance, stress, volume and etc.
- ◆ Automate the testing and improve the test efficiency
- ◆ Test case design, execution, and bug submission, reporting, and issue follow-up for bug resolution
- ◆ Design and analyze test quality with measurable metrics to ensure and improve the quality of the test process and deliverables
- ◆ Provide product quality report, quality analysis for product release and further improvement plan
- ◆ Deliver quality training and documentation for product supporting and sustaining

#### **Requirements:**

- ◆ Capable in writing, reading email, tech document. Good spoken English to participate meetings is preferred.
- ◆ Experience in test improvement as test automation or system administration in internet/intranet or security is preferred
- ◆ Familiar with software testing; QA; windows/Unix platform

### **3. UI Design Engineer \*1**

**Report to: HIE Manager**

#### **Job Description:**

- ◆ Design user experience for Trend Micro customers
- ◆ Perform user research and task analysis

- ◆ Develop high level and detailed storyboards, wireframes, prototypes and UI specifications to effectively communicate interaction and design concepts
- ◆ Collaborate with UI design team for improving processes and UI Standards
- ◆ Document and communicate designs to stakeholders and development teams

**Requirements:**

- ◆ 1-2 years of experience designing front end UI for software
- ◆ Familiar with HTML, Dreamweaver, Microsoft Visio or other prototyping tools
- ◆ Familiar with user-centered design approach and user-research awareness
- ◆ Excellent communication and teamwork skills
- ◆ Bachelor/Master degree in HCI, psychology, cognitive science, industrial design, or computer science
- ◆ Fluent in written and verbal English

**4. Sr. Development Engineer x 8**

**Requested by: Enterprise/VLE Team x3; Core Tech x2; CTS x2; SMB x1**

**Requirements:**

- ◆ Solid experience with C/C++ development under Windows and Linux, knowledge of Unix is a plus.
- ◆ Self-motivated, can work with minimum supervision.
- ◆ In-depth knowledge of network infrastructure and communication.
- ◆ Strong oral and written communication skills with English.
- ◆ Detail oriented, analytical with excellent problem solving and troubleshooting abilities.
- ◆ This position requires the develop engineer who can design & implement high quality applications for network security, including both GUI applications and service applications under Windows/Linux.
- ◆ Support other engineers by coaching and experience sharing.
- ◆ Communicate smoothly with team members, customer, and other team.
- ◆ Contribute in design/code/test case review.
- ◆ Problem solving and troubleshooting, debugging and performance optimization, maintenance of software products.

**5. Software Development Engineer \*7**

**Requested by: Enterprise/VLE Team x3; Core Tech x2; CTS x1; SMB x1**

**Description:**

- ◆ Write functional specifications based on directions and requirements
- ◆ Develop software modules from design specification.
- ◆ Problem solving and troubleshooting against submitted cases from QA or customer
- ◆ Conduct unit tests and integration tests to ensure best product quality.
- ◆ Apply learned technical knowledge to improve software development process.

**Requirements:**

- ◆ Solid experience with C++ development under Windows or Linux
- ◆ In-depth knowledge of network infrastructure and communication
- ◆ 2+ years experience of software developers
- ◆ Detail oriented, analytical with excellent problem solving and troubleshooting abilities
- ◆ Self-motivated, can work with minimum supervision
- ◆ In-depth knowledge of network infrastructure and communication

**Prefer**

- ◆ Knowledge about Solaris and other Unix platforms
- ◆ Familiar with product development lifecycle and process
- ◆ Exposure to C# would be an asset

## **6. Research Engineer / Researcher \*3**

**Report to: Research Manager**

### **Job Description:**

In this position you will be responsible for seeking for research topic & doing research on new technologies in security domain. As part of the China Research Team, you will have chances to evaluate various research topics, and be responsible for conducting the selected research projects, and transfer the knowledge obtained and prototype developed to the product teams. You will face the varying technical challenges and share the great success with you team mates.

### **Requirements:**

- ◆ PH.D or MS in Computer Science, Math or related fields.
- ◆ 3+ years overall experience in security domain
- ◆ Knowledge/Experience on Computer Language, Operating system and Network Security
- ◆ Excellent written and verbal English & Chinese communication skills.
- ◆ The candidate should be fast learner, self-started, then can work independently under the team's full support.
- ◆ Prefer with real experience on database security solution is highly preferred
- ◆ Knowledge/Experience on Statistics Analysis, Artificial Intelligent, and Data Mining
- ◆ or Knowledge/Experience on Anti-Virus / Anti-Spam / Anti-Spyware / Anti-Phishing
- ◆ Or Knowledge/Experience on Vulnerability Assessment / Penetration test / Reverse engineering.

## **7. Senior SQA engineer \*1**

**Report to: SQA Manager**

### **Job Responsibilities:**

- ◆ Work closely with software development, service, market teams ensure Trend process to be executed properly;  
Help project manager to mitigate project risks via process education, experience sharing and best practice adoption;
- ◆ Audit projects to ensure standards compliance;
- ◆ Measure and evaluate product quality, and facilitate root causes analysis of project issues;
- ◆ Facilitate and advocate product quality improvement through continuously process improvement.

### **Required Qualification:**

- ◆ MS/BS in Computer Science or related field;
- ◆ 5+ years experience in software development industry, and 2+ year in SQA or Project Management areas are required;
- ◆ Strong inter-person skills such as communication and coordination among functional groups and product development teams;
- ◆ Quick learner and be able to adapt to flexible and result-oriented environment;
- ◆ Self-motivated and able to work independently;
- ◆ Software engineering or SEI CMM knowledge is a plus.

## 8. IT engineer\*1

### Job Responsibilities:

- ◆ Responsible for maintaining IT production environment.
- ◆ Responsible for managing and handling customer's requirement. Work with internal/external users or departmental teams to provide professional helpdesk services.
- ◆ Research and adopt new technologies.

### Requirements:

- ◆ Ability to communicate effectively in English and Chinese, both verbally and in writing
- ◆ Strong knowledge of Networking, TCP/IP, routers, switches, and other network components.
- ◆ At least 3 years IT experience is mandatory. Security background or experience is a plus.
- ◆ Bachelor, major in Computer science or related.
- ◆ Prefer
- ◆ At least 1 years of experience in IT project management, preferably with multi-national companies
- ◆ Expertise in XML, IIS, SQL, MS Exchange.

## 9. Senior Technical Support Specialist x 2

### Report to: Core team Manager

### Responsibility:

- ◆ Deliver high quality solutions to customers quickly, courteously and cost-effectively
- ◆ Provide the highest level of technical support to our customers through technical expertise
- ◆ Provide advanced Technical Support to customers.
- ◆ Handle cases coming from Premium Enterprise Customers, Channels/Partners/Resellers as well as act as escalation point to our Level 2 support engineers.
- ◆ Work closely with software development team and Service Engineering Group in identifying and resolving the problem; effectively interact with the engineering teams to provide solutions to complex technical issues.
- ◆ Product Testing/Beta Testing
- ◆ Maintain and expand working knowledge of current Trend Micro products as well as their integration and methods of support delivery
- ◆ Email and phone support, willing to be assigned on night shifts

### Requirements:

### Technical Skills:

- ◆ Network Administrator/Network Engineer/System Engineer/ System Integrator/Technical Support Engineer
- ◆ Minimum two (2) Years experience as a Network Administrator; or design and implement network for companies;
- ◆ MCSE Certified for Windows NT/2000/2003 or Linux/Solaris Certified Administrator an advantage
- ◆ Working knowledge in any of the following Applications:
- ◆ Send mail, MS Exchange Server, Lotus Notes; MS Proxy, ISA, Firewalls (Checkpoint); TCP/IP, WAN, VPN
- ◆ Knowledge in FTP, HTTP and SMTP Protocol;
- ◆ Hands-on experience in Internet/Networking environment, and client/server applications
- ◆ Knowledge in Cryptography, PKI, Penetration Analysis, Information Security Planning, Security Policy Development, Intrusion Detection, Threat Analysis, Network/Internet Security;

- ◆ Certification on the following is an advantage: SCSA/SCNA, RHCE, CLA/CLP (Principal), LPIC, CCNA, CCNP;
- ◆ Security Certification is a plus (ex. CISSP, SANS, GIAC, ICSA, etc).
- ◆ Help Desk / Support Experience is an advantage

**Core Skills:**

- ◆ Must have a good command of the English language (written and oral)
- ◆ Effective customer service skills
- ◆ Able to manage multiple complicated assignments simultaneously
- ◆ Self-motivated and a team Player - able to work independently
- ◆ Passionate interest in IT and possess initiative to keep up with current IT trends.
- ◆ Enjoys working in a challenging environment
- ◆ Knowledge in software test automation or experience in software test tools development is a plus
- ◆ Candidate must possess at least a Bachelor's Degree in Engineering (Computer/Telecommunication), Computer Science/Information Technology or equivalent.
- ◆ Required language(s): Chinese, English.
- ◆ Optional language: Japanese