

Software Support Engineers

Delivery International

Job Description

We are looking for an experienced Software Support Engineer to join our support team.

Utilizing knowledge of the customer environment, the team delivers timely and high quality incident resolution focusing on root cause analysis, prevention, and knowledge transfer.

This engineer will be responsible for creating a close relationship with our high profile accounts by:

- Handling all technical cases
- Conducting troubleshooting, screen sharing, and war room calls.
- Be a focal point for all technical matters of the account, including collaboration with different teams as R&D, Product, QA, etc.
- Provides Customer Care best practices in order to decrease resolution time
- Document all relevant data regarding the account.

What we are looking for

At least 3 years experience as tier 3 Technical Support Engineer. It is essential that as a part of this experience that candidate had to read code (at any language)

Basic familiarity with infrastructure components

- OS (Windows or Linux)
- Webserver (e.g. Apache)
- Database

- Excellent communication and interpersonal skills
- Fluent English (written and verbal)
- Willing to learn new systems
- Willing to work flexible hours

We appreciate those who

- Have experience supporting international customers
- Have familiarity with:

- SQL queries
- HTML
- Javascript
- Python

