

# Tier 3 Support Developers

Support International

## About this role

BlackSwan Technologies is seeking for a senior software developer to join our Tier 3 support group. In this role, you will work with other developers, data engineers, and data scientists to support the customers of our flagship product, which is cloud and on-premise agnostic.

If you have an interest in AI, cognitive computing, Big Data and Contextual Analytics, then this is a development role for you. On a daily basis, you'll be working in an Agile environment, and contributing with your ideas, code, testing, and planning skills.

This is an exciting and fun role where creative contribution and design initiative are welcome.

Some things you will be doing include:

- Triage and debugging of unresolved customers cases
- Applying forensic techniques to identify root cause, and resolve issues in a mission critical B2B2B SaaS operation
- Hot fixing of enterprise software
- Effective development across organizational boundaries, liaising with customer support engineers, other developers, testers, and product owners
- Sharing knowledge across a multi-national organization
- Independent contribution to a mission critical
- Designing and implementing features to suit customer specific requirements
- Lead the troubleshooting and fixing of framework-related and product-related issues

What we are looking for:

- A bachelor's Degree in Computer Science or an equivalent degree.
- Overall enterprise software development experience with deep knowledge of Java and Python programming languages.
- Understanding of relational database concepts and NoSQL technologies
- Fluent in Linux
- Experience in OO software design and development
- Proven ability to learn quickly and understand new technologies and their implementations and zoom on the problem at hand
- Ability to multitask based on changing priority.
- Strong experience (3+ years) as a full stack software engineer (Java, JVM based languages, Python, Javascript, Scala, or equivalent)
- Strong experience working with, designing, and implementing distributed systems and understanding of common issues (consistency, reliability, availability, bottlenecks, failure modes, resource exhaustion, etc.) and how to address them.
- Appetite to function as an individual contributor in an Agile environment with minimal guidance.
- Experience with serverless development on AWS
- Experience with Docker and Kubernetes
- Experience with performance testing, monitoring, and profiling complex applications

We appreciate those who:

Are excellent communicators (verbal and written skills)  
Have strong collaboration skills  
Strive for excellent customer service  
Produce quality software  
Possess strong analytical and problem solving skills

Who we are

BlackSwan Technologies is generating a huge buzz internationally in the Fintech and Insurtech markets, empowering the worlds largest data intensive organizations.

Our ground breaking AI operating system, encompasses big data, cognitive computing, AI, and contextual analytics enabling organizations to fully leverage the data they already possess, as well as collect new types of data from unlimited sources; thereby monetizing their assets, improving their efficiencies and revenues.

We are rapidly growing and looking for the brightest minds to join our team. If you thrive on a challenge, are innovative and love being at the forefront of technology we are the right company for you!