

## Job Posting: Technical Support Engineer II

### ABOUT

Cadient is a high-growth SaaS Talent Acquisition software provider focused exclusively on providing the industry's leading end-to-end hiring solution for distributed workforces. Built specifically for the field, our intuitive and flexible platform meets the complex needs of high-volume, hourly hiring and provides managers with a constant pipeline of quality candidates.

We are currently looking for passionate software and support engineers with web application experience to join our team in our brand-new Noida office. If you want the opportunity to make an immediate impact on an application already in use by some of the biggest retailers in the world, Cadient may be the best fit for you. We are a fast-growing company with a fun environment – come and grow your career with us!

### JOB RESPONSIBILITIES:

- The successful applicant will demonstrate how they can apply their skills acquired as a seasoned, experienced professional with a full understanding of industry practices and company policies and procedures.
- The Technical Support Engineer identifies root causes for escalated issues and implements solutions for these issues as part of an overall production support team.
- Apply strong technical skills and good application knowledge together with investigative techniques to identify and resolve issues efficiently and on time. Work collaboratively with cross-functional teams as required for escalated issues.
- The TSE will propose action plans and timelines for resolution and will work directly with engineering in defining the technical requirements of a solution.
- The TSE, as part of the overall support team, is also responsible for all application level changes to the multi-tenant hosted environment. Duties may include database updates, complex Query writing for data analysis, and ad-hoc database reports to meet client requirements.
- Reviewing the results of the system monitoring and integration monitoring on daily basis and initiate actions on automated system alerts.

### WHAT WE ARE LOOKING FOR:

- 2-4 years of working experience in a technical support team providing service to customers.
- Working in a multi-tenant hosted environment (Software as a Service) is an advantage.
- Strong SQL database query experience required, preferably with Oracle.
- Strong UNIX skills required, including shell script for the job automation.

- Strong troubleshooting and debugging skills.
- Prior experience supporting an enterprise-level application based on Java utilizing Web Services is an advantage.
- Ability to provide phone and email support to customer contacts during hours when US support is unavailable.
- Good time management skills, ability to multi-task and adjust to changing priorities.
- Ability to communicate technical requirements to internal team members and external customers
- Excellent communication skills.

### EDUCATION:

Should be at least an engineering graduate in Computer Science/IT (or MCA) from a reputed institute.

### PAY & PERKS:

We offer a full slate of benefits, including competitive salaries and other benefits like group medical insurance, group term and accidental coverage.

### INTERESTED?

Kindly share your resume at [HRNoida@cadienttalent.com](mailto:HRNoida@cadienttalent.com)

**LOCATION:** Sector 62, Noida INDIA