

Job Posting: Technical Support Engineer III

ABOUT

Cadient Talent 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 that is already in use by some of the biggest retailers in the world, Cadient Talent may be the best fit for you. We are a fast-growing company with a fun environment-come, grow your career with us!

JOB RESPONSIBILITIES:

- The Technical Support Engineer (TSE) 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 in a timely manner. 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 adhoc 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.
- Single point of contact person for highly escalated customer issues. Should be able to take a lead on escalated issues.
- Should be able to mentor the resources within the team. May be involved in application installation and training.
- Provides application support to customer/users where the product is highly technical or sophisticated in nature. Strong debugging or analytical skills required for investigating application functional issues or at database side or at operating system level.
- Responds to situations where first-line or second line product support has failed to isolate or fix problems in malfunctioning software.

WHAT WE ARE LOOKING FOR:

- 4-6 year's working experience in a technical support team providing service to customers in production environment.
- Strong SQL database query experience required, preferably with Oracle and MySQL.
- 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 not available.
- 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

LOCATION: Sector 62, Noida INDIA