



**Job Description**

**Division/Department:** Information Technology (IT)

**Location:** Vikhroli, Mumbai

**Job Title:** Technical Support Engineer

**Experience:** 1 – 3 years

**Education:** Bachelor’s Degree in Computer Science or Information Technology

**Language:** English

**Job Description**

A Technical Support Engineer will research, diagnose, troubleshoot and resolve customer issues in an accurate and timely manner. The candidate will be responsible for working with different systems, software and follow standard procedures to escalate unresolved issues to appropriate internal departments.

**Skills Required:**

1. Core JAVA with MVC
2. SQL
3. JavaScript
4. HTML & CSS
5. Knowledge of AWS Fundamentals (EC2, S3, RDS), Linux

**Technical Competencies:**

1. Excellent analytical, debugging, trouble shooting, problem-solving skills.
2. Self-initiation.
3. Good interpersonal skills.
4. The ability to work under pressure.
5. Communication Skills (Written & Verbal).

**Job Responsibilities:**

1. Take ownership of customer reported issues and take it to closure.
2. Research, diagnose, and troubleshoot Frontend/Backend/SQL queries etc., identify the root cause and potential solutions to resolve customer issues.
3. Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
4. Provide prompt and accurate feedback to the customers.
5. Ensure proper recording and closure of all issues.
6. Prepare accurate and timely reports.
7. Efficiently analyze customer issues and provide logical solutions.
8. Follow the SLA for issues with respect to the severity.
9. Develop product knowledge to serve as a technical resource.
10. Following up with clients to ensure the problem is resolved.

