https://jobsfor7.com/job/technical-support-engineer/

Technical Support Engineer

Job Location
United States
Remote work from: USA

Base Salary
USD 40 - USD 50

Employment Type
Full-time, Part-time

Description
True Anthem provides data-driven social publishing to some of the world's most prominent media companies including Reuters, Bell Media, ABC, American City Business Journals, and Dotdash Meredith, among others. Our solution leverages big data analytics and viral prediction to identify and distribute trending content in real time across the social web. Investors in True Anthem include CrunchFund, CoreVentures, and others.

This is a unique opportunity to join a fast-growing company on the ground floor. The right candidate will be instrumental in providing value to our clients and shaping the direction of our product and business.

As a member of the Customer Success team, you'll be assisting in the onboarding of new clients, providing quality assurance and diagnosis of technical issues and sustaining and optimizing the performance of our customers. This role requires experience working with external technical stakeholders and internal developers to create a seamless integration experience for our customers.

Responsibilities:
• Lead technical configuration and onboarding of customers
• Provide Level 1 and Level 2 customer and technical support
• Debug complex issues not only within our own codebase but also with the many technologies employed by our customers
• Develop new features and functionality within our internal tools
• Collaborate closely within engineering and with sales and account teams
• Provide feedback regarding customer conversations, ideas, and concerns to our product and development teams
• Provide rotating weekend on-call coverage

Qualifications:
• At least 2 years minimum experience in a technical role
• Experience with several scripting/programming languages and version control systems
• Excellent communication, critical thinking, analytical and presentation skills
• Ability to present technical ideas and high-level concepts to team members with varying degrees of technical knowledge

Bonus:

Hiring organization
Anthem

Date posted
October 15, 2024

Valid through
31.05.2025

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• Experience with technology in our infrastructure that includes Google Cloud, Golang, React, Kubernetes, PostgreSQL, MongoDB, Apache Solr, Clickhouse
• Bachelor's degree in a technical field