

Service Operations Engineer – 1077

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Company: CPS JOBS

Location: Israel

Category: other-general

תחום

Research and report issues found on the production environments (High Priority Issues)

Provide Tier 3/4 services for support center and third-party integrators

Monitor, and be responsible for the progress of all issues/bugs reported

Interface with various Departments, R&D and Customer Support groups to address product issues in complex environments

Maintain good internal and external customer communication, provide high level of support and minimize escalations to R&D

Prioritize daily missions/tickets and manage critical escalations

דרישות

Strong understanding of web and web-related technologies and Client/Server applications –

Must

2+ years' experience in manual web testing or 3rd/4th level support position –Must

Proven knowledge working with Windows environments

Previous experience in SQL – Must

Bachelor's degree in Computer Science / Software Engineering (or similar)

Experience with Web debugging tools – An advantage

24/7 availability in case of critical issues (on call duty)

Demonstrated experience in a high-pressure environment

Excellent project management skills and ability to manage multiple projects simultaneously

Strong troubleshooting and problem solving skills

Excellent verbal and written communication skills in English

Service Oriented and good communication and interpersonal skills

Team player

Knowledge with the following tools: Jira, TFS, Splunk, New Relic

Hard working, responsible, meticulous, detail-oriented, independent

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