

Technical Support Engineer

Job Category

Customer Support

Title

Technical Support Engineer

Expertise Level

Senior Professional

Travel

Occasional

Location

San Francisco, CA

The Challenge

DecisionView is a young software company serving a burgeoning segment in the Pharmaceutical and Biotechnology Industries. We're looking for a talented candidate for our Professional Services team to serve in the role of Support Engineer. The qualified candidate should be passionate, self-motivated, and possess the discipline and tenacity to persevere and succeed in a challenging and volatile start-up atmosphere.

DecisionView's Customer Support team has been commissioned to protect and extend the company's core software business by providing exceptional services that result in successful customer implementations, continued product improvement, and new product discovery. The Technical Support Engineer should seek to serve this purpose by delivering exceptional service in his/her area of expertise.

The Technical Support Engineer role is a customer-facing technical role. Candidates should have a strong background in supporting data-driven business applications, including best practices in support workflow and measurement. The Technical Support Engineer must have strong problem-solving skills and experience with business solutions that comprise statistical or analytics-based business applications; the ability to poke around in the database is critical, to read and understand Java code is highly desirable.

Requirements

- ❑ Team leader with excellent written and verbal communication and interpersonal skills
- ❑ Driven by desire to solve difficult problems, to deliver results, and to learn continuously about our customers, our products, and our technology
- ❑ Strong background in technical support of java-based web applications, including working experience with a java-based application server such as Tomcat, JBoss, Weblogic, Websphere, etc.
- ❑ Ability to write and extend complex SQL queries for analysis and investigation
- ❑ Deep understanding of data relationships and the ability to make those relationships visible and understandable to customers and colleagues
- ❑ Demonstrated initiative, self-motivation and strong technical troubleshooting capabilities
- ❑ Ability to prioritize effectively, escalate customer issues as required, and manage customer expectations successfully
- ❑ Deep knowledge of issue tracking systems as applied to managing and measuring support work
- ❑ Familiarity with pharmaceutical industry is a plus

Your Background

- ❑ BS/MS/PhD in Computer Science or related degree
- ❑ 6+ years of technical support experience

Team Culture

- ❑ We take pride in our expertise and are obsessed with quality
- ❑ We demonstrate our expertise through confident action to deliver fast, accurate results
- ❑ We focus our efforts on making our customers successful
- ❑ We take pride in innovating tools and processes to make our customers successful faster
- ❑ We encourage and support professional development through exposure to new challenges and the associated learning opportunities
- ❑ We are consummate professionals
- ❑ We respect each other as valuable teammates

How To Apply

Please email your resume to <http://jobs.accolo.com/13758> and reference “Technical Support Engineer” in the subject.