



**Job Title: Support Engineer**

**Experience:**

Candidate should have 1 to 2 years of industry experience in 24x7 Product Support involving interaction with customers directly.

**Qualifications:**

BE/B.Tech/MCA/M.Sc/M.Tech from a reputed univeristy, will be preferred.

**Required skills:**

- Familiar with Windows and Linux OS, experience of working on AIX, HP Itanium is a plus.
- Good understanding of Database, Network s(Internet and Intranet), OOAD.
- Programming Knowledge in Java & HTML.
- Exposure to Java/J2EE based Application Deployments at Customer sites.
- Good analytical, troubleshooting, diagnosis, debugging and problem solving skills.
- Excellent communication skills, written and oral, with people of all technical levels.
- Good understanding of the support processes, systems , metrics & SLAs in the industry.
- Knowing other foreign languages esp. Dutch/German/French languages is a plus.
- Should be self motivated and good team player and demonstrates right attitude .

**Responsibilities:**

- Understand the product well including the h/w and s/w requirements and keep abreast of updates.
- Create and Maintain Support Environments.
- Acts as a center point of contact for a certain set of customers.
- Support customers using various modes of communication
  - E-mail, telephone, visiting customer site etc.
- Maintain knowledge base and FAQ and participate in product Forums within the community.
- Carry out the Support Process activities of Case resolution & Correspondence with customer.
- Work in 24/7 operations.
- Contribute suggestions to improvements in planning, processes and product.
- Suggest new ideas or proposal for simplifications or improvements of one's own area of work.

Send an email together with a detailed CV to [recruiter-india@cordys.com](mailto:recruiter-india@cordys.com)