



## Job Description

**Title:** Technical Support Engineer

**Location:** Pune, India

### Overview

appOrbit is an emerging startup enabling customers accelerate the digital transformation of their businesses. Our vision is to make it possible for enterprises to deploy and manage end to end life cycle of any application (legacy, cloud native, windows, linux) on any infrastructure (virtual machines, containers, bare-metal) across any cloud (public, private, hybrid). Our platform is already helping several dozen customers realize this vision.

appOrbit is looking for a Technical Support Engineer to provide enterprise-level assistance to our customers. You will diagnose and troubleshoot software and hardware problems. Ultimately, you will be a person of our customers trust. They will rely on you to provide timely and accurate solutions to their technical problems.

### Responsibilities

- Research and identify solutions to software and hardware issues
- Diagnose and troubleshoot technical issues, including network configuration
- Ask customers targeted questions to quickly understand the root of the problem
- Track computer system issues through to resolution, within agreed time limits
- Publish artefacts documents around Best Practices in DevOps
- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- Provide prompt and accurate feedback to customers
- Refer to internal database or external resources to provide accurate tech solutions
- Ensure all issues are properly logged
- Prioritize and manage several open issues at one time
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting
- Prepare accurate and timely reports
- Document technical knowledge in the form of notes and manuals
- Maintain jovial relationships with clients

### Qualifications

- BA/BS degree in Computer Science or related technical field or equivalent practical experience.
- Minimum 5+ years of experience in the systems support
- Good Linux and windows Administration knowledge.



- Experience with deployment and orchestration technologies (such as Docker, Kubernetes, Mesos, OpenStack, Puppet, Chef, Salt, Ansible, terraform, packer).
- Experience with build and deployment automation and continuous integration systems (such as Jenkins, Bamboo).
- Knowledge of cloud computing including virtualization, hosted services, multi-tenant cloud infrastructures and storage systems.
- Strong customer-facing communication and careful listening skills. Proven success in and genuine enthusiasm for working directly with customer technical teams.
- Deep capabilities to understand computer systems and management platforms
- Ability to install, configure, deploy complex data center solutions - storage, network , compute, hypervisor, cloud
- Familiar with application architectures - web based, client server, monolithic and micro services,
- Experience with cloud based deployment environments like AWS, Openstack, Rackspace, Azure

### **Benefits**

- Fun, creative and fast-paced working environment
- Terrific medical and accident insurance plans
- Kitchen stocked with snacks & drinks
- Flexible time-off with generous paid holidays