

Job Position/Title – Associate - Support Engineer

Job Location – Mumbai

Summary of the position - The profile will be a part of the highly self-motivated and skilled workforce supporting the Financial Crime Analytics software with Speed, Scale and Accuracy for large Financial Institutions across India and abroad. The position is responsible for providing technical support to all QDE's AML and Fraud clients. Flare for handling client communications. To succeed in this role, the candidate should have a problem-solving attitude along with the ability to give clear technical instructions. The candidate should also be familiar with remote troubleshooting techniques.

Job Responsibilities -

- Understand requirements and develop application customizations to meet user needs
- Address user tickets regarding QDE's products
- Knowledge of system security and data backup/recovery
- Walk customers through applications and upgrades
- Ask targeted questions to diagnose problems
- Guide users with simple, step-by-step instructions
- Conduct remote troubleshooting
- Test alternative pathways until you resolve an issue
- Direct unresolved issues to the next level of support personnel
- Follow up with clients to ensure their systems are functional
- Report customer feedback and potential product requests
- Help create technical documentation and manuals

Job Requirement -

- Any educational degree (Bachelors / Masters)
- 0 -2 years of relevant experience in the field of software support
- Strong SQL knowledge - Oracle / MS SQL / Mongo DB
- Open to work with Windows/Linux/Mac OS environments
- Good analytical skills - able to diagnose and troubleshoot DB level and software application issues quickly
- Excellent problem-solving skills and Documentation Skills
- Flare for customer service
- Good communication skills (Verbal & Written) and ability to work within a 24x7 support environment.
- Should strive to understand QDE's financial crime analytics products
- Candidate should be adaptive, have positive attitude and a pleasing personality
- A team player with good communication skills
- Valid passport. Open to travel. Domestic/International/Mumbai city

Company Profile -

Quantum Data Engines (QDE) is a young company building intelligent technology solutions for enterprises. Leveraging superior algorithms and deep domain expertise, we have built advanced technology products that help financial institutions understand customer and transaction data completely and accurately. Our products help financial institutions stay ahead of pressing regulatory and compliance requirements, while also enabling them to compete better.

Company Website – www.quantumdataengines.com

