[](https://jobs.lever.co/cscgeneration-2)

Production Support Analyst (E-Commerce)

**Remote - Canada / Remote - US**

**Sur La Table – E-Commerce /**

**Full Time /**

**Remote**

[APPLY FOR THIS JOB](https://jobs.lever.co/cscgeneration-2/eae93cdb-5ec6-4241-a606-1fe78c2221be/apply)

With over 50 stores and the largest avocational cooking program in the US, **Sur La Table** offers an unsurpassed selection of exclusive and premium-quality goods for the kitchen and table – and the culinary expertise and inspiration to go along with it. Whether the job entails interacting with our customers, driving digital growth, or providing vital behind-the-scenes support, we’re all here for the same reason – to roll up our sleeves and create happiness through cooking and sharing good food

We are seeking a highly skilled and proactive Production Support Analyst to join our team, responsible for ensuring the uninterrupted operation and continuous improvement of our e-commerce platform. In this role, you will play a critical part in the triage of production support events, conducting root cause analysis to identify points of failure, and collaborating with various teams to resolve complex issues promptly. Your expertise will contribute to maintaining the stability, reliability, and performance of our online retail operations.

This position will report into the Manager of Cloud Infrastructure**.**

**What you get to do every day**

* + Triage production support events as they occur and conduct thorough root cause analysis to determine points of failure, irrespective of the source.
  + Engage support from service support partners, including DBAs, Developers, Customer Service, Ecommerce and Operation Teams, to address issues efficiently and effectively.
  + Communicate production issues and upcoming releases to relevant stakeholders, ensuring transparency and timely resolution.
  + Work closely with the development team and qa team to validate changes and ensure the quality of changes before releasing them into production.
  + Provide advanced technical support, analysis, and problem resolution for complex issues and escalated tickets, leveraging your expertise to drive solutions.
  + Manage multiple critical and high-visibility issues simultaneously, prioritizing tasks based on business impact and urgency.
  + Collaborate with product managers and business stakeholders to prioritize and plan production fixes for code releases, ensuring alignment with business objectives.
  + Develop an in-depth understanding of the business processes supported by the systems and drive technical solutions to resolve issues effectively.
  + Support data feeds with third party marketing tools and other vender integration management

**What you bring to the role**

* + Looking for a passionate Production Support Analyst with 3+ years of experience with passion for quality and flexibility
  + Bachelor's degree in Computer Science, Information Technology, or a related field.
  + Extensive experience in a production support role, preferably within the e-commerce industry.
  + Strong technical proficiency in troubleshooting complex issues and conducting root cause analysis.
  + Excellent communication and collaboration skills, with the ability to interact effectively with stakeholders at all levels.
  + Experience delivering and supporting tech solutions, with a focus on continuous improvement and optimization.
  + Familiarity with Agile methodologies and software development lifecycle processes.
  + Ability to adapt to a fast-paced environment and thrive in a dynamic, team-oriented atmosphere.
  + Must have experience working with JIRA, JavaScript, HTML, and CSS
  + Must have experience with monitoring tools such as Heap Analytics, ContentSquare, AWS RUM, Google Lighthouse Score or other ecommerce debugging tools
  + Nice to have experience with Salesforce Commerce Cloud, Google Tag Manager, and A/B Testing tools

**What's in it for you**

* + PTO for salaried employees
  + Medical/Dental/Vision and a variety of supplemental policies available
  + Company 401K match
  + Company Health Spending Account (HSA) match
  + Company provides group life insurance at no cost
  + COBRA reimbursement for salaried employees until health insurance eligible
  + Paid Holidays
  + Birthday off with pay!
  + Pet Insurance
  + Generous employee discounts
  + Lots of greenfield work building bringing new ideas to the table
  + A competent, experienced engineering and product team
  + Flexible/casual work environment, no suits or ties

(Canadian Benefits):

* + Competitive compensation
  + Medical/Dental/Vision benefits through Greenshield- Health Benefits 100% employer paid!
  + Company Provided Life Insurance equal to one year salary
  + RRSP matching
  + 3 weeks vacation + 5 Paid Sick Days
  + Birthday off with pay!
  + Paid holidays

**What our interview process looks like**

* + Depending on the position, our application and interview process may vary, but here are some of the ways we get to know you better:
  + **📞 Step 1**: Match most of the requirements and qualifications for the position? We want to chat. A recruiter will reach out to you via email to schedule some time to learn more about our company and get to know you better. Remember, you’re also interviewing us!
  + **📝 Step 2:** Our assessments (if applicable to the role) measure your analytical and business acumen. We use them to better understand your expertise. Each person interviewing for the same role receives the same assessment, which helps us evaluate candidates equally and consistently.
  + **‍**💻**Step 3**: Virtual or in-person interviews depending on your location. Our hiring team will learn more about your prior experience and challenges you’ve faced. Be prepared with detailed examples. Concise and well-organized answers are ideal.
  + ✍**Step 4**: Offer! This is where things get really exciting. We gather all data from your interviews and conduct a final review. If qualified for the position, your recruiter will connect with you via phone to present a verbal offer we know you’ll be excited about.

*This posting is intended for candidates that reside in the following states:*

*AZ, DE, FL, GA, IL, IN, LA, MD, MA, MI, MN, MS, MO, NV, NJ, NC, OH, OK, OR, PA, TN, TX, UT, VT, VA, WA, WV, WI, WY.*

*This position may not be performed, in whole or in part, in New York City (whether from an office, in the field, or remotely from the candidate's home).*

*CSC Generation Holdings family of brands provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, provincial, state or local laws.*

*CSC Generation Holdings family of brands is committed to the full inclusion of all qualified individuals. As part of this commitment, CSC Generation will ensure that persons with disabilities are provided reasonable accommodations. If reasonable accommodation is needed, please contact*[*hr@directbuy.com*](mailto:hr@directbuy.com)