

Job Role- Analyst/ Senior Analyst- Application Support

About Sirion:

Sirion is a leading SaaS company focused on developing leading-edge AI-led solutions for the legal and contract management space. Our product is trusted by Fortune 500s and major global enterprises such as Schneider, Morgan Stanley, Qantas, Unilever, IBM, Vodafone, Alstom, and Novartis, to create, negotiate, and manage +5 million contracts worth more than US\$300bn across 100+ countries around the world. As a result, SirionLabs has been recognized by major industry analyst groups such as Gartner, Forrester, Spend Matters, and IDC as a leader in the contract lifecycle management (CLM) domain.

Sirion recently closed an US\$85 million Series D funding round, which was led by Partners Group, a leading global private markets firm, along with existing investors Avatar Growth Capital, Sequoia Capital India and Tiger Global. This fresh capital infusion will help us fuel AI R&D and expand our global footprint even further.

With over 800 people working across 10+ offices in North America, Europe, and India, SirionLabs is constantly growing and expanding its global footprint.

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Profile Summary

As an Analyst specializing in SaaS support, you will be a key contributor to the success of our customers. Your role will involve troubleshooting and debugging application issues in a local environment, collaborating with engineering teams for prioritization, and conducting thorough post-deployment testing. Additionally, you will play a crucial role in assisting customers and account teams with system configurations and changes.

Key Responsibilities:

- ✓ Serve as the main point of contact for customers using our SaaS products across various geographies.
- ✓ Address and resolve customer-reported issues promptly and professionally.
- ✓ Reproduce and debug application issues reported by customers in a local environment.
- ✓ Collaborate with the engineering team to identify root causes and implement effective solutions.
- ✓ Work closely with the engineering team to prioritize and escalate critical issues for timely resolution.
- ✓ Act as a liaison between customers and internal teams, ensuring effective communication and issue resolution.
- ✓ Conduct thorough testing of fixes and enhancements post-deployment to ensure the stability and functionality of the SaaS products.
- ✓ Provide clear and detailed feedback to the engineering team regarding the outcome of post-deployment testing.
- ✓ Collaborate with cross-functional teams to understand requirements and define test strategies.
- ✓ Conduct comprehensive testing of software applications, including functional, regression, and performance testing.
- ✓ Identify, report, and track defects and work closely with development teams to ensure timely resolution.
- ✓ Enhance and maintain existing test automation frameworks for efficiency and reliability.
- ✓ Document test cases, test plans, and test results thoroughly.
- ✓ Respond to customer inquiries, issues, and concerns in a professional and customer-centric manner.
- ✓ Collaborate with cross-functional teams to ensure timely resolution of customer problems.
- ✓ Provide detailed and clear documentation of issue resolutions and workarounds.

- ✓ Effectively communicate technical concepts to non-technical stakeholders.
- ✓ Provide regular updates to customers on the status of their reported issues.
- ✓ Collect and analyze customer feedback to identify areas for product improvement.
- ✓ Assist customers with system configurations, ensuring optimal performance and alignment with customer requirements.
- ✓ Collaborate with customers to understand their needs and recommend changes to enhance system efficiency.

Requirements:

- ✓ Bachelor's degree in computer science, Engineering, or a related field.
- ✓ Professional experience in customer relationship and Product support
- ✓ In-depth knowledge of software development methodologies (Agile, Scrum).
- ✓ Excellent problem-solving and debugging skills.
- ✓ Strong communication and leadership skills.
- ✓ Detail-oriented with a commitment to delivering high-quality results.
- ✓ Understanding of programming skills in languages such as Python, Java, or C#.