Support Software Engineer - Java or Full Stack (Remote Option)

**Description**

**Your Opportunity**

**Please note that visa sponsorship or relocation is not available for this position.**

We're looking for a Support Software Engineer to join the Alerts Detection product development group. Our customers depend on Alerts for delivering real-time insight into the systems that power their businesses. The Support Software Engineer will partner with the Alert Detection teams to resolve technical issues reported by customers, field technical questions about our platform and develop tooling and automation to reduce toil.

If you’re ready for this job, you’ll have a talent for technical troubleshooting and a solid understanding of Computer Science fundamentals. You’ll enjoy collaborating with others and will be energized by providing excellent customer service!

**What You’ll Do**

* Develop and maintain technical expertise in the New Relic Alerting Product
* Diagnose and solve software product problems and document results
* Coordinate with other engineering teams to resolve bugs reported by customers
* Improve observability into our platform by adding instrumentation, building dashboards, and configuring alerts
* Implement process changes to improve efficiency of the customer escalation process
* Analyze data and report on trends in types of customer issues that escalate to engineering
* Implement tooling to reduce toil on you, support, and engineering teams
* Pursue technical projects that are aligned with your career goals

This position is for New Relic Alerts, part of New Relic Applied Intelligence group. Our customers are DevOps, SRE, and on-call teams and our Products help them find, investigate, and resolve problems with their systems faster!

You'll maintain a work-life balance that enables you to thrive by using flex time-off, twelve weeks of paid parental leave, and our DataNerds4Good volunteer time off program.

**Your Qualifications**

Must-have:

* Minimum of one year technical support experience
* Experience with scripting, automation Java or full stack programming
* Ability to collaborate across teams and functions to solve problems
* Ability to communicate well, including oral, written and presentation skills
* Detail-oriented self-starter, comfortable working independently and as part of a team
* Excellent time management skills, prioritizing and handling multiple tasks at the same time

Nice-to-have:

* Software Engineering experience on a DevOps team
* Experience using New Relic Products

**Our Office or Your Office**

You will be working with engineers and leaders distributed throughout the world, concentrated around our major offices in Portland, San Francisco, Phoenix, Barcelona, and Tel Aviv. You are welcome to work in one of Our U.S. offices or work from your home office in the U.S. Our global headquarters for research and development is in the center of downtown Portland, situated in the thriving tech community of the Pacific Northwest. We enjoy easy multi-modal commute access and a plethora of good eats and exceptional coffee. We provide competitive compensation including equity and big-company benefits (medical, dental, etc.)—all while maintaining the energy, agility, and fun of a start-up.

**About Us**

New Relic (NYSE: NEWR) is a cloud-based platform that gives developers, engineers, operations, and management a clear view of what’s happening in today’s complex software environments. So they can find and fix problems faster, and deliver delightful experiences for their customers. That's why the world’s best engineering teams rely on New Relic to visualize, analyze, and troubleshoot their software. It’s the simplest, most powerful cloud-based observability platform, built to create more perfect software. All from one place.

Founded in 2008, we’re a global company passionate about building a culture where all employees feel a deep sense of belonging, where every ‘Relic’ can bring their whole self to work and feel supported and empowered to thrive. We’re consistently recognized as a distinguished employer and are committed to building world-class products and an award-winning culture. For more information, visit newrelic.com.

**Our Hiring Process**

New Relic takes seriously our stewardship of the data of our thousands of customers worldwide. In compliance with applicable law, all persons hired will be required to verify identity and eligibility to work and to complete employment eligibility verification.

We will consider qualified applicants with arrest and conviction records based on individual circumstances and in accordance with applicable law including, but not limited to, the San Francisco Fair Chance Ordinance. https://sfgov.org/olse/sites/default/files/Document/FCO%20Poster%20Set%20All%20Languages%2010%2001%2018.pdf

Headhunters and recruitment agencies may not submit resumes/CVs through this website or directly to managers. New Relic does not accept unsolicited headhunter and agency resumes, and will not pay fees to any third-party agency or company that does not have a signed agreement with New Relic.

New Relic is an equal opportunity employer. We eagerly seek a diverse applicant pool and hire without regard to race, color, gender identity, religion, national origin, ancestry, citizenship, physical abilities (or disability), age, sexual orientation, veteran status, or any other characteristic protected by law.

Interested in the details of our privacy policy? Read more here: https://newrelic.com/termsandconditions/applicant-privacy-policy