**SUMERGE**

75/77 Street 199, Maadi,  
Cairo, Egypt, PO Box 11435

t +20 2 2754 5823  
f +20 2 2754 5833

info@sumerge.com  
www.sumerge.com

## Associate TechOps & Support Engineer

Job Description:

- Leverages support processes, systems, and tools to resolve a variety of technical problems.

- Reaches clients either via phone, email or chat with an appropriate action plan.

- Owns problems through resolution, properly escalate unresolved issues to appropriate internal teams (software developers, system admins ...etc).

- Manages, prioritizes, and responds to cases within defined SLA's.

- Provides prompt, efficient, detailed, customer-oriented service.

- Creates and maintains problem resolution procedures.

- Ensures all issues are properly logged.

- Investigates application issues and customer-driven production problems

- Performs technical troubleshooting of issues, resolution and document the solution for issues.

- Identifies and develops tools, techniques, and procedures for improving the performance, availability, and reliability of applications

- Works with development and engineering teams to design and refine processes, procedures, and delivery mechanisms.