



## Technical / Sales Support Engineer

( Location: US office.)

OrangeHRM is a leading US based Open Source Human Resource system provider. The support team at OrangeHRM is a critical part of our future success and we are looking for absolutely and only the best people out there. We take the success of our customers very seriously.

Our Support Engineers deliver effective technical support to our rapidly growing customer base, delivering solutions to end users who are from various levels of technological background.

### Job Description

The candidate should be a dedicated, result oriented and self motivated engineer providing comprehensive technical and application support via telephone and e-mail in a fast-paced 24x7 SaaS environment. The candidate must be able to face critical situations and work directly with customers; have strong analytic, organizational, time management, and

communication skills; thrive in a team environment; and possess the willingness to do whatever it takes to achieve the highest level of customer satisfaction. The candidate will interact with cross-functional teams including Production Support and Engineering.

### Functions and Duties

- Analyzing customer queries & identifies root causes in a timely manner
- Track and resolve customer issues in an efficient & effective manner
- Take ownership of customer queries through to resolution
- Implement solid support processes, and develop and implement web based support initiatives including internal knowledge base
- Implement alternate solutions as and when needed
- Provide feature explanation via online demonstrations
- Provide maintenance and upgrading

### Qualifications & Professional Competencies

- Bachelor's degree in Information Technology, Computer Science or a related field
- Proficiency using Windows and Linux
- Should be able to communicate with our R&D center in Sri Lanka.
- Web technologies – PHP, Apache, MySQL, HTTP, XML, HTML, Javascript, and CSS style sheets
- Fair knowledge in Object-oriented programming and PHP
- Relational Data Bases (RDBMS) and Structured Query Language (SQL)
- Understanding of Internet technologies: firewalls, web servers, proxy servers, etc.
- The ability to be a good listener with excellent phone mannerisms
- Excellent written and verbal communication skills
- Ability to communicate technical concepts clearly and effectively
- Excellent time management skills
- Analysis, troubleshooting, and problem solving expertise
- Ability to work without supervision
- Ability to multi task

This is an entry level position, so recent college graduates are encouraged to apply.

Please, no phone calls about this job! Only email.

Work visa will be sponsored if necessary.

You will be working from home. All facilities will be given.

An attractive package with other benefits awaits the right candidate.

To apply, email your resume to [cooljobs@orangehrm.com](mailto:cooljobs@orangehrm.com) with subject "Support Engineer USA".