

## **About the Role:**

Folks will have the opportunity to make a significant and direct impact on the quality of our search, browse, merch, Pricing & Promotions, Procurement, User Acquisition experience through quality evaluation. Will be working and collaborating with the Product Managers, Engineering Managers, and Data Scientists and are expected to bring innovative ideas and initiate processes to measure or resolve issues related to Search, Browse, merch and recommendation along with user-advocacy.

## **Responsibilities**

### **1. 24/7 Oncall Ticket Management**

- Diagnose and troubleshoot technical issues, including account checkup for issues reported
- Properly escalate unresolved issues to appropriate internal teams
- Refer to internal database or external resources to provide accurate tech solutions
- Ensure all issues are properly logged

### **2. BAU Operations**

- Manage BAU midnight homepage cutover
- Configure contents on homepage as per demand shaping
- Prepare testing environment for time travel testing on test app
- Schedule pages on production - Homepage, CLPs
- Support data labelling tasks - Semantic/ Experience
- Support growth hack projects with - test contents with different widgets, setups on preprod and prod
- Configure experiments across platforms - Search, merch, reco, product page
- Vendor Management
  - Task assignment
  - Close loop feedback sessions
  - Quality assessments
  - Conduct calibrations

### **3. Event Management**

- Support crucial configuration for home/ search/ browse & product pages
  - Content & Page configuration for plus & non-plus users
  - Configuring hamburger and flyout menu - App/ Msite & Desktop
  - Setting up event announcement banner on product pages
  - Enabling rich search merch cards on search & browse pages
- Monitor and support Flash sales for Mobiles & Large Appliances
  - Merch contents not going live
  - Targeting not active
  - Campaign scheduling issues
  - Point fixes to probable queries
  - Intent boost for trending queries

### **4. Prepare accurate and timely reports**

- Weekly insight report on top trending issues
- Clear bifurcation on tech issues/ outages and incorrect manual configuration
- Sharing learnings and product solution requirements basis trend and errors seen with product managers
- To collaborate with Business teams in understanding the respective discovery challenges and strategizing to manually intervene for discovery pains
- Participate in WoW discussion around process improvement, business intelligence and tech/Product initiatives
- Publish monthly reports sharing MoM trend and improvements bought with features

launched

#### 5. User Acceptance Testing

- Lead critical projects, work on key initiatives and help transitioning team to on-board program to compliance operation
- Document technical knowledge in the form of notes and manuals
- Impart training to business teams and other engagement teams

#### Preferred Qualifications

- You should be a web-savvy/ tech savvy individual who is a take-charge team player, as well as a quick learner and you are strongly interested in interpreting the why's and how's of Product
- Good understanding of computer systems, mobile devices and other tech products
- Ability to diagnose and troubleshoot basic technical issues
- Familiarity with remote desktop applications and help desk software
- Excellent problem-solving skills
- Proficiency with MS Excel, VBA, SQL and knowledge of Data Warehouse.
- Strong Analytical skills – has ability to start from ambiguous problem statements, identify and access relevant data, make appropriate assumptions, perform insightful analysis and draw conclusion relevant to the business problem
- Ability to think adaptively and operate quickly in a dynamic Ops environment
- An ability to work in a fast-paced environment where continuous innovation is desired and ambiguity is the norm
- Communication skills – Demonstrated ability to communicate complex technical problems through simple means. Ability to present information professionally & concisely with supporting data.
- High attention to detail and proven ability to manage multiple, competing priorities simultaneously
- A history of teamwork and willingness to roll up one's sleeves to get the job done.
- Knowledge related to e-commerce space in India and outside. Popular culture knowledge related to Lifestyle, Electronics, brands, labels will be an added advantage
- A bachelor's degree in an technical or business field, or comparable business experience with technical background
- **Strong familiarity with the online retail space is mandatory**

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