



Job Title: gUp - Tech Process Senior Associate - L10n / QASA

Location: Hyderabad

Join us at the Google Operations Center for the opportunity to help Google users tackle their problems and accomplish their goals, all while working in a dynamic and diverse environment.

As a Tech Admin Senior Associate you will provide excellent, timely support for users of gUP owned and developed software. Our users are both internal and external to Google and our software includes Google Localization Pipeline, partner portals, and customer support tooling. We are looking for a person who can provide excellent technical support for our platform and infrastructure across several time zones.

Responsibilities

- Provide support to our wide array of internal and external users
- Triage all tech support case volume
- Debug and address technical issues in software systems
- Consolidate Error report from user, replicate issue and assign to engineers
- Help validate, maintain and update end user documentation
- Manage a high volume requests in a timely matter within a fast paced and complex environment
- Responsible for escalating and flagging tasks out of MoS

Minimum Qualifications

- Experience in Tech Support, with 3+ additional years of experience
- 2+ years basic programming skills
- Knowledge of relational database design and usage; SQL; scripting, APIs. Ability to use and navigate a Linux command-line environment and experience in triaging, prioritizing and escalating bugs and tickets
- Experience providing technical support to a large team
- Excellent written and verbal communication skills (English)

Preferred Qualifications

- Bachelor's degree (CS or equivalent technical degree)
- Experience in process documentation
- Familiarity with code management frameworks

Benefits

- We support you with competitive wages and comprehensive health care including medical, dental and vision coverage
- We support your family with gender-neutral baby bonding leave, 26 week birth-parent maternity leave, and generous life, accident and disability insurance minimums
- We support your teams with free daily lunch, fully stocked micro-kitchens, and culture clubs and employee resource groups that let you share what you care about

At Google Operations Center, we don't just accept differences - we celebrate it, we support it, and we thrive on it for the benefit of our employees, our products and our community. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. If you have a disability or special need that requires accommodation, please let us know.