

PDS Analyst

Title	Band	Experience	Qualification	Need to Have	Good to Have	Responsibilities	Ready for
PDS Analyst	E0/E1	12 to 48 months	B.E/B Tech (CS/IT), BCA or BSc comp	Product support/Application Support experience		Investigate and troubleshoot issues related to end to end usage of advertisement operations tool	Process Training Certification
				Good Communication skills		Provide email based technical support to clients in different geos - 24*7	US Shifts
				Troubleshooting Skills	Customer Service experience	Follow the workflow & adhere to SLAs - TFR, TRT, TAT, FCR	
				Analytical bent of mind	Online Ad Ops experience	Maintain high CSAT	
				HTML/JS knowledge	Experience in DFP, DFA		
				Web savvy			