

Job Announcement

Inflectra Corporation, a Washington, DC-based software company is looking to hire an experienced remote **Technical Support Consultant** in Tbilisi, Georgia. This role also offers the opportunity to learn and develop testing/quality assurance skills. Inflectra is a market leader in software test management, IT project management, and test automation space. The company creates powerful web and desktop-based applications to help product teams all over the world.

The duties of **Technical Support Consultant** include:

Customers Support:

- Handle customer support cases using our web-based support system
- Identify customer needs, gather pertinent data, identify and evaluate solutions, take customers through a series of actions to resolve a problem
- Provide timely and accurate customer feedback and technical solutions
- Follow up with clients to ensure the problem is resolved
- Prioritize problems
- Apply diagnostic and investigative approaches to aid in troubleshooting
- Escalate problems (when required) to HQ tech support
- Maintain client confidence by keeping their information confidential
- Add to and update online documentation and knowledge base articles

Software Testing (prior experience not required):

- Log bugs and other requests identified in support tickets to the Product Team using appropriate reporting mechanisms
- Develop expertise and knowledge of Inflectra's applications by assisting the Product Team in testing new features ahead of the release
- Help perform regression, integration, platform, and performance testing of Inflectra's applications and provide clear feedback and reproducible steps when issues are found during testing

Professional Growth:

- Continuously learn and grow expertise in Inflectra's software applications (SpiraPlan, KronoDesk, Rapise)
- Use this knowledge to help customers and identify customer needs
- Develop software testing and quality assurance analytical skills

- Update technical and professional knowledge by networking, partaking in workshops, and reading professional publications.

What You Offer

Work Experience:

- At least 2 years of prior experience in senior tech support, desktop support, or a similar role
- Proficiency in Windows/Linux/Mac OS
- Experience with remote desktop applications and help desk software
- Experience working in remote teams a plus
- Experience with testing software a plus
- Familiarity with the software testing, development, and application lifecycle management industry is a plus

Education:

- Degree in Computer Science, Software Engineering or Information Technology or similar field preferred

Skills and abilities:

- Willing to become proficient in Inflectra tools, as well as internal systems and platforms
- Keen attention to detail
- Exceptional analytical and problem-solving skills
- Excellent written and verbal communication in English, including about technical subjects
- Strong interpersonal skills, with a focus on rapport-building, team-working, listening, and questioning skills
- Great organization, prioritization, and time management skills
- Ability to absorb and retain information quickly
- Strong documentation skills
- Highly self-motivated and self-directed.

What We Offer

This is a full-time consultant position.

Compensations: US\$ 1,200-1,500 gross per month.

We cultivate a friendly and supportive environment to help us achieve our goals

How To Apply:

Please send your resume and cover letter, with 3 professional references to jobs@inflectra.com.

Submission deadline: April 7, 2021

Thank you!