Client Support Engineer

Schoolnet India Ltd (www.schoolnetindia.com) is the first and one of India's leading EdTech service providers with two decades of track record, providing digital and digitally-enabled services to K-12 schools and students in the middle and bottom of the economic pyramid (MBOP) – a largely underserved, but highly promising segment in terms of scalability and opportunity. Our mission is to empower every learner by democratizing education, through deployment of technology at scale, and focusing on the principles of access and quality.

You'll be a good fit at Schoolnet if:

You are passionate about democratising access to education using technology to create meaningful impact at scale. You're intellectually curious and a team player. You are a firm believer in taking ownership of your work, while supporting other colleagues to help the organization grow and strive for excellence.

Role Overview:

As we look to scale our efforts in 2022 and beyond, we're looking for a Client Support Engineer who can respond to customer inquiries about technical problems through an Internet-based system, telephone calls, and email.

Responsibilities

- Act as a Single Point of Contact between the client and the team (e.g. Project Manager, Developer, Tester, Accounts Team etc.)
- Getting answers from the clients and the team in a timely manner
- Collecting information (questions, answers, explanations, e-mail messages, documents) from the team and client. And presenting vice versa.
- Presenting and communicating bug / project status to the client
- Discussing project requirements and the tasks allocated to developer & tester, defining functional specifications and UI elements with the client, working as a mediator between the client and the team
- Coordinating the processes used by the client, working with the client's Project Management Office
- Helping the client for testing of bugs / new development and for acceptance testing.
- Coordinating with users from client side for any bug / issue, understanding the same and conveying to the Team to have fast resolution.
- Coordinating and Working with the development & QA team to rectify bugs and errors

Desired experience for Client Support Engineer

- Able to do Manual Testing of the application in coordination with QA
- Able to deploy Patches on clients UAT S
- Good team working and critical thinking skills.
- Good written & oral communication skill.

- Requesting you to please update regarding the same and feel free to call if you required any additional information.