Job Description for Digilytics^{TM} Product Support Analyst

Role	Product Support Analyst
Position Type	Full Time
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About Us

At Digilytics™, we build and deliver easy to use AI products to the secured lending and consumer industry sectors. In an ever-crowded world of clever technology solutions looking for a problem to solve, our solutions start with a keen understanding of what creates and what destroys value in our clients' business.

Founded in 2014, by Arindom Basu, the leadership of Digilytics™ is deeply rooted in leveraging disruptive technology to drive profitable business growth. With over 50 years of combined experience in technology-enabled change, the Digilytics™ leadership is focused on building a values-first firm that will stand the test of time.

We are currently focussed on developing a product, Revel FS, to revolutionise loan origination for mortgages and secured lending. We are also developing a second product, Revel CI, focused on improving trade (secondary) sales to consumer industry clients like auto and FMCG players.

The leadership strongly believes in the ethos of enabling intelligence across the organization. Digiliytics AI is headquartered in London, with presence across India.

About the role

We are looking for experienced product support analyst, who has the aspirations and appetite for working in a start-up environment, and with relevant industry experience to make a significant contribution to our Digilytics^{TM} platform and solutions.

Responsibilities

- Ability to understand the customer issue in its entirety, triage, analyze, troubleshoot and where possible assist in resolving customer issues.
- Ability to associate priorities, risks with issues logged and actively escalate where required.
- Ability to drive issues to closure through interaction with a wide variety of stakeholders.
- Team player who is ready to contribute, lead and own elements of troubleshooting and problem resolution
- Documenting troubleshooting and problem resolution steps, by determining the best course of action.
- Ability to learn and adapt to new technologies based on organization needs.
- Ensure all tickets meet the targets for resolution, escalation, documentation & completion.

Must Haves:

- Hands-on experience in Supporting Application running on Java or .net, with the ability to understand the code.
- Experience (hands-on) of at least one Unix Category OS (Linux, Solaris, SCO, AIX, etc.)
- Working knowledge of Azure, Networking, and Communication protocol.

Knowledge & Experience

- Minimum of 2 years related Product support engineering experience preferred, working directly with End-user customers
- Hands-on experience in Supporting Application running on Java or .net, with the ability to understand the code.
- Experience (hands-on) of at least one Unix Category OS (Linux, Solaris, SCO, AIX, etc.)
- Working knowledge of Azure, Networking, and Communication protocol.
- Willingness to work in 24/7 shifts.

Education Background

- Bachelor's Degree in computer or engineering related field (or related field experience).