



SMARTBEAR

Associate Support Engineer


Are you interested in being part of a great Technical Support Engineering team which supports market-leading, high-tech companies such as Google, Apple, and Microsoft?

SmartBear Software is currently looking for an exceptional Associate Support Engineer to join our CrossBrowserTesting team. At SmartBear, we pride ourselves on providing quick, friendly service to our users as the customer is a top priority throughout the company. You will work and learn from an experienced and highly impactful team that will ultimately prepare you for roles of increased responsibility in Support, Customer Success, or Sales. We are a growing mid-sized company with locations around the country and world. We have played a role in the Uber you ordered, the banking app you use, the item you posted for auction, or that flight you just purchased. CrossBrowserTesting is used by thousands of customer worldwide (Sony, Accenture, LA Times to name a few). We have real products, real customers and great people. This job also offers flexibility, full or part-time position with a minimum of 25hrs/week (current students welcome).

Responsibilities

- You will be supporting customers with proven technology that produces measurable results and is continually being expanded with innovative, new products
- You will be provided tools and training to elevate your performance and be an industry and product specialist
- Research through source code, documentation and posts of StackOverflow in order to answer questions from developers and QA engineers on a broad range of topics.
- Create example code for users – write small programs in Java, C#, Python, Ruby, and Javascript.
- Assist customers and developers with issues regarding code and our software use.
- Explain the sources of any problem, the resources you use to fix the problem, and why the solution works.

Qualifications

- 0-1 years of experience troubleshooting and supporting technical issues with external customers
 - Working towards or recently obtained a Bachelor's Degree in Computer Science or related subject preferred
 - Authorized to work in the United States (minimum of H1B)
 - Proficient knowledge in at least one language - Java, C#, Python, Ruby, or Javascript
 - Knowledge of HTML, CSS, and/or Javascript/JQuery is a big plus
 - Clear and concise written and verbal communication
 - Minimum of 25 hours per week
 - Legally authorized to work in the United States (minimum of H1B).
- 



SMARTBEAR

SmartBear Is A Destination Employer

- Invest In Our Employees - We care about the success of our employees and provide guidance and tools to help them grow their careers and succeed. We seek to continuously learn and evolve and strive to be the company of choice.
- Open and Collaborative Environment - We have an inclusive, creative, passionate, fun, and successful environment.
- Award Winning Technology - SmartBear is a market leader and has won numerous, prestigious industry awards for its software solutions, including “Top Innovator and Leader In Software Development”.
- Invested Leadership Team - Our executives have a proven record of success, are passionate about the success of the employees and the company, and are focused on supporting the sales organization.
- Strong Benefits - Robust annual leave and public holidays, health insurance, and pension.
- Community Service and Philanthropy - SmartBear is committed to giving back to the community. We offer employees a day off to serve the cause of their choice or work in teams to support an organization. SmartBear also contributes time and donates to meaningful organizations, such as aiding at-risk children and combatting homelessness.

About SmartBear

SmartBear is a combination of a start-up, high growth culture and environment, with an established, financially strong, 300 employees across six global locations company. We provide leading companies with the technology to help them build some of the greatest applications, high performing websites, electronic shopping carts, SaaS and cloud-based software solutions throughout every step of the development cycle from coding, to testing, to launch, to monitoring performance. We work with companies such as Google, Disney, Apple, jetBlue, Johnson & Johnson and leading venture-backed, start-ups (as well as 25,000+ other companies). We have a community of over 4 million users that leverage our software and solutions. Please visit smartbear.com for more information and where you can find out the origin of the SmartBear name.

