Support Executive - JOB DESCRIPTION

OVERVIEW

Milearth Softech is into development of Web Applications and Native Mobile Applications. The Web Developer will contribute alongside the Web & Mobile app development team for Front-End Development and Backend Development. If needed, collaborate with Android & iOS Developers to design back-end architecture and planning while driving the back-end execution. The appropriate candidate who meets below requirements will join a talented team of developers working on a product getting build on **Web, Android & iOS** platforms. New team members are expected to work with fellow developers for product development and enhancement with proficiency in below mentioned:

SKILLS

1. Technical and Analytical Skills
2. Organizational Skills
3. Interpersonal and Communication Skills
4. Application Support
5. Enterprise Systems
6. Help Desk Reporting Systems
7. Identify Process Improvements

CANDIDATE SHOULD HAVE EXPERIENCE/KNOWLEDGE OF

1) Operations and Support
   a) Daily system monitoring, verifying and reviewing all cloud server, hostel applications and key processes etc.
   b) Regular security monitoring to identify possible disturbance, performing daily backup operations.
   c) Investigating and troubleshoot all issues related to product functionality for internal teams or clients using telephone/emails etc.
2) Maintenance
   a) Maintain operational, configuration, or other procedures. Performing regular updates and upgrades as and when necessary.
3) Provisioning
   a) Come up with new functionality idea or rebuild existing functionality, code, fetching method, etc. in accordance with standards and project/operational requirements of the company/client.
   b) Develop and maintain installation and configuration procedures for newly signed up clients.
   c) Provide necessary instructions to client in order to increase product usability.
   d) Answer calls of customers to resolve their queries in a proper manner.
   e) Preparing quotation and follow up with the customers.
   f) Keep database of customers up to date and correct errors in it.
   g) Process orders of customers, issue invoice and dispatch the order on time.
   h) Communicate with managers and clients simultaneously on deadline issues.

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