

Customer Support Engineer

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Company: TestGrid.io

Location: India

Category: other-general

Company DescriptionTestGrid is a leading provider of end-to-end automation cloud and on-premise testing solutions. Our innovative AI-powered technology simplifies the testing process, allowing organizations to achieve significant time and cost savings while accelerating their go-to-market strategies.
Role DescriptionThis is a full-time remote role for a Customer Support Engineer at TestGrid. As a Customer Support Engineer, you will be responsible for providing technical support and troubleshooting assistance to our customers. You will communicate with customers to understand and resolve their issues, including field service support when necessary.
QualificationsCustomer Support, Troubleshooting, and Technical Support skillsExcellent communication skills, both written and verbalExperience in field service supportKnowledge of testing methodologies and tools is a plusKnowledge of automation tools like Appium, Selenium etc is a plusAny OOPS programming basic knowledge is a plusAbility to work independently and remotelyBachelor's degree in Computer Science, Engineering, or related field

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