Title
Product Support Engineer

Description
Magnitude Connectivity solutions provide access to data. At the heart of it all, you'll find Simba Technologies (http://www.simba.com), recognized around the world for leading the way in standards-based, data-access and analytics connectivity solutions for relational and multi-dimensional data sources. Our market leading technology is used by the industries' top Big Data and business intelligence vendors. From Cloud to On-Premise, from SQL to NoSQL, we develop high-performing and high-volume data access solutions to make it easy for other developers to create their dream products.

Our data connectivity solutions support multiple standards, including ODBC, JDBC, MDX, OLE DB, ODBO, XMLA, and ADO.NET. with Windows, Mac, UNIX, Linux and mobile device platform support. Big Data innovators turn to Magnitude Simba Connectivity solutions. Our partners include leading independent software vendors and global enterprises such as Alteryx®, Altiscale®, Cloudera®, Couchbase®, Databricks®, DataStax®, Google®, Hortonworks®, MapR®, Microsoft®, Oracle®, Qubole®, Splunk®, Tableau®, and Teradata®.

Description:
• Debug code, find workarounds and implement software fixes in C++, and/or Java for customer issues
• Working with customers to diagnose, isolate, and code fix their software defects.
• Communicate professionally with customers to troubleshoot and quickly diagnose issues.
• Determine the urgency of users’ issue and potential effects it may have
• Provide first class customer service to external and internal users
• Ensure that service levels are met for each assigned incident.
• Provide resolutions and/or work around advice in response to customer queries as appropriate.
• Our product support engineers are both technically gifted and can work well with others to solve difficult problems. Technologies frequently change, and the successful candidate must have the ability to rapidly master new software technologies.

Assets:
• A passion for customer success and technology.
• The willingness to own problems and see them through to completion.
• Creativity with excellent problem-solving skills
• Desire to continually improve technical and problem resolution skills and strive for excellence.
• Team player with an ability to work under pressure.
• Ability to accurately prioritize tasks and accomplish them in a timely fashion
• Strong and structured analytical skills.

Requirements:
• Experience in software development
• Degree in Computer Science or equivalent discipline, or comparable industry experience
• software development experience in C++ and/or Java (multiple languages preferred)
• Relational database experience, basic SQL knowledge (read/write)
• Experience on a range of platforms such as Windows, Linux, OS X platforms
• Experience in debugging using Visual Studio and/or gdb

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