

JOB DESCRIPTION: L1 – SUPPORT

Position Vacant	Consultant
Organization Name	Evora IT Solutions Pvt. Ltd.
Company Profile (Industry, Size, Products/Services, Standing in India/World etc.)	<p>Evora is an international system integrator with focus on mobile and user experience (UX). We are a trusted partner for innovative digital maintenance and service solutions for global and regional customers in Europe, North America, Asia & Pacific. As SAP Gold Partner, Service Now Specialist and Click partner (by Salesforce), we offer consulting services, software development, quality assurance services and system integration based on standard components and products, as well as support & application management. By implementing best-practice solutions while optimizing their processes we help our customers to be successful in tomorrow's world.</p> <p>The wisdom, knowledge and experience of Evora employees at implementing complex workforce management solutions is what sets us apart. We look for the best to hire and to keep. The attractive combination of high-value consulting services with a competitively priced remote development team has proven to be successful in projects worldwide. With a solid growth, currently 140+ Evorians are working in offices in India, US, Brazil, Germany and Austria.</p>
UG Qualification PG Qualification	BCA, BSc (Comp. science)
Job Description / Responsibilities	<ul style="list-style-type: none"> • Act a single point for contact to our customers across the globe for all support related topics during shift • Ability to analyze issues, perform root cause analysis and if necessary, debug the code and solve them as long as code changes are not required • Coordinate with development team to handover the analysis/report of the issues raised by customer • Regular message monitoring and response to customer within given SLA based on priority of message • Willingness to work in flexible timings in order to support customers across geographies during critical periods • Ability to work in an diverse cultural environment • Should be ready to work in Night shift
CTC	Negotiable
Desired profile of the candidate	<ul style="list-style-type: none"> • 2-5 years of experience in software industry in general with minimum 1 year in customer support role • Excellent communication, interpersonal and problem-solving skills • Excellent troubleshooting skill • Functional knowledge either SAP PM, SAP ISU, would be a plus • Knowledge on enterprise mobile application would be a plus
Location of posting	Bangalore, India
Company's URL	www.evorait.com