Cloudinary is looking for a Senior developer support

Responsibilities

- Respond to customers' technical support requests and feature-related questions.
- Debug customer issues and create reproducible test cases for engineers to resolve.
- Handle code-related queries. Write code samples in multiple development frameworks.
- Maintain ownership of support cases until resolution.
- Monitor and answer on different support channels: ticketing system, public forums, online chat, social networks and more.
- Help enhance documentation to minimize repeating support issues.
- Coordinate with the different teams: dev team, customer support, product management.
- Help the dev team review new features and client libraries.
- Become a subject matter expert in Cloudinary’s technology.

Requirements

- Hands-On coding experience, preferably in web/mobile environment.
- Experience in a customer-facing position, preferably tech-support.
- Bachelor degree in Computer Science or equivalent.
- Quick learner with a desire to learn new development languages and tools.
- Excellent analytical and troubleshooting skills.
- Perfect English skills (verbal and written) with outstanding interpersonal skills.
- Support occasional high priority questions outside regular working hours.

Location: Petah Tikva, close to a railway station

Check our career website: https://cloudinary.com/jobs

Send your CV's here: https://bit.ly/2RpF6ct