

CARTESIAN- JOB DESCRIPTION

Role:	Manager, Technical Support
Location:	Bangalore
Company:	<p>We are Cartesian, a 12-year-old analytics firm. During this time, we've helped some of the largest brands across the globe unlock unprecedented value from their data. What we've achieved is the envy of the industry – scale without institutional funding, domestic market dominance, consistent recognition as one of the best analytics firms in India (including the Frost & Sullivan Marketing Analytics firm of the year – 2018), and a team that straddles analytical and business thinking better than anyone else.</p> <p>Our client list reads like a veritable who's who of companies at the cutting edge of decision sciences being applied for operational and revenue gains. Our greatest joy comes from not just having a valuable set of clients, but in them actively talking about us to their peers, partners and friends.</p> <p>We are obsessed about our people, our processes, our clients, and our commitment to their growth. We've been known to say 'no' to opportunities that are not in line with our convictions. We've probably made frenemies along the way, for not shying away from what needs to be said. We make no bones that we expect every single one of our people to display the greatest sense of ownership and pride in the work they do. But we're also fair – we drive ourselves harder every day to create an enabling culture.</p> <p>We're proud of what we've achieved, and our ambitions are far larger. What's important for us is not just where we get to, but HOW we get there. Of course, we don't have all the answers, but our joy comes from the exploration, and that's the kind of team we are.</p>
About SOLUS	<p>Solus is the Cartesian CRM application which powers hyper-personalized marketing campaigns enabling a Segment of One strategy. It takes all the good that CRM has promised, and puts it on steroids, and it does it by getting the client to be truly Segment of One in the way they deal with their customers.</p> <p>Solus is a System of Intelligence that sits in-between the client's systems of record, and Systems of Engagement. It forms the best possible action a client can take today, at an individual customer level, and sends out that recommended action with personalization fields to the messaging systems. With response data coming back in, Solus learns and improves its output, all the time.</p> <p>Please visit solus.ai to learn more about SOLUS.</p>
Role Purpose:	You job is to Manage the day-to-day Engineering operations of the various SOLUS deployments, ensuring operation of SOLUS as per SLAs and when problems arise, effecting quick and permanent solutions.
Key Responsibilities:	<ul style="list-style-type: none"> • You will direct and coordinate a team of tech support specialists. • You will prioritize SOLUS Engineering issues as they come in and escalate when necessary.

	<ul style="list-style-type: none"> • You will assign problems/tasks to tech support specialists. • You will regularly analyze and review logs to determine if problems are imminent and develop solutions proactively. • You will analyze situations and determine resources needed to solve them. • You will make decisions quickly, often with limited information. • You will follow up with Clients to gauge their satisfaction with problem resolution; identify tech support problem areas (i.e., negative trends) and, if warranted, implement corrective actions. • You will ensure ongoing training for tech support staff; advise tech support staff on career planning; maintain and analyze training records.
Desired Behaviour:	<ul style="list-style-type: none"> • You are a person of your word. • You believe in the concept of FPR (First Person Responsibility). • Your first instinct is to find a solution, not to find a suitable slot to lay the blame when something doesn't go according to plan. • You're not intimidated by hierarchy and experience, but also appreciate what you need to do to be able to earn a seat at the table. • You place a premium on human values as much as financial ones. • You are Passionate about new technologies.
Skills and Experience	<ul style="list-style-type: none"> • You should have 5+ years of work experience in Technical Support function. • You should have experience with one of the following: agile ways of working, project management, DevOps and automation, or IT service management • You should be familiar with at least one programming language(Java, Javascript, Python) • You should have experience developing scripts using SQL • You should have experience with Unix Shell Scripting • Prior experience in supporting CRM platforms a plus • Prior experience in a data driven environment