Technical Support Engineer UK Ireland

Description

About the Job: As a Technical Support Engineer, you will report to the UK Technical Support Manager, and resolve unique and interesting technically-focused customer issues, while working across departments to improve our customer experience. You are someone who values growth opportunities. You will work with other Technical Support Engineers to creatively solve customer problems, while honing your technical skills. You are committed to equity and inclusion, and motivated to work with a team that embraces and celebrates diversity. LaunchDarkly is a growing software company with a bold mission carried out by a diverse team of employees, and we're looking for someone like you to help us continue to grow. We provide a great compensation package including equity and benefits (including medical, dental, and vision), work flexibility (remote-friendly), and excellent salaries. We believe every software team can benefit from using flags and improved feature management practices, and we want your help making that vision reality. So if you're curious and excited about improving the lives and work of software developers around the world, this role will be a great fit! Responsibilities: Become a technical expert on the LaunchDarkly platform (including SDKs) Troubleshoot and resolve customer issues Work with engineering to resolve customer bugs Help grow and expand the team, contributing to hiring, onboarding, process, knowledge, and more Use development time to grow and contribute beyond your daily customer work Qualifications: 1 or more years of experience working with customers Experience with programming and its core concepts, including some experience with at least one programing language (e.g., Node, PHP, Java) Passion for learning, and applying that knowledge to solving customer issues and advocating for their success Pay: Target pay ranges based on Geographic Zones for Levels P2 – 3: United Kingdom: £41,000 – £63,000 Ireland: â¬42,000 – â¬61,000 LaunchDarkly operates from a place of high trust and transparency; we are happy to state the pay range for our open roles to best align with your needs. Exact compensation may vary based on skills, experience, and location. About LaunchDarkly: Modern software delivery was supposed to be the foundation for a thriving digital business but reality has proven otherwise. Slow, inefficient development cycles, costly outages, and fragmented customer experiences are preventing developers from building their best software. The LaunchDarkly platform helps developers innovate on new features faster while protecting them with a safety valve to instantly rewind when things go wrong. Developers can target product experiences to any customer segment and maximize the business impact of every feature. And by gradually rolling out new application components, they escape nightmare "big-bang" technology migrations. The LaunchDarkly platform was built to guide engineers to the next frontier of DevOps by: Improving the velocity and stability of software releases, without the fear of end customer outages Delivering targeted experiences by easily personalizing features to customer cohorts Maximizing the business impact of every feature through the ability to experiment and optimize Coordinating the release and optimization of software to provide consistent experiences across mobile platforms and device types Improving the effectiveness and productivity of engineering teams, by providing insights into engineering cadence and stability At LaunchDarkly, we believe in the power of teams. We're building a team that is humble, open, collaborative, respectful and kind. We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, gender identity, sexual orientation, age, marital status, veteran status, or disability status.One of our company values is 'Widen the Circle'. Which means we seek out diversity of perspectives to get better results. We understand everyone has their own unique talents and experiences. We encourage you to apply to this role even if

Hiring organization
LaunchDarkly

Job Location
Dublin, Dublin, Ireland

Base Salary
$ 70000 - $ 110000

Date posted
May 2, 2024

Apply Now

you donât think you meet 100% of the qualifications outlined above. We can find out together if it's the right match for your skillset. Do you need a disability accommodation? Fill out this accommodations request form and someone from our People Operations team will contact you for assistance. Please mention the word **HONESTY** and tag RMzQuMTUwLjE4OC4xMA== when applying to show you read the job post completely (#RMzQuMTUwLjE4OC4xMA==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts
Job listing via RemoteOK.com