



Software Support Executive

Who we are

Focus Edumatics is a leading ed-tech company that has been offering innovative solutions in the fields of online tutoring and e-learning for more than 15 years. It is a place that creates technology-driven solutions to everyday practical challenges faced in education delivery to improve the teaching-learning process. The company's B2B client base includes universities, publishers, and corporates across the US. Currently, the company caters to 1000 + schools and 300,000 students. We empower individuals to solve, create and deliver adaptable solutions. Here is an opportunity to join our dynamic team and build your dream career.

About the role

The Software Support Executive is primarily responsible for software Testing and using Web Browser to debug should be good in front end debugging. Should co-ordinate with multiple departments and users.

What you will do

- Work in night shift.
- Manage support ticket life cycle.
- Debug using browser debugger tools.
- Communicate with night shift operations and support team members and gather useful information on the issues.
- Communicate with users to get detailed information on the issue reported.
- Report to software team with adequate information about an issue.
- Run checklist to identify cause of an issue.

Who you are

- Experience in Software testing.
- Experience in using web browser debugger tools.
- Experience in front end code debugging.
- Experience in co-ordinate with multiple departments and users.
- Experience in programming is an advantage
- Good communication skill in English and local languages.

Interested?

If you are interested, please drop us an email to careers@focusedumatics.com along with your CV and a brief cover letter on why you are interested in this position.