apty

Technical Consultant I

About Us:

Apty is a leader in Enterprise Software Adoption. Our platform goes beyond basic UI walkthroughs to improve business processes and employee productivity. We work with web applications to provide real-time guidance, track usage, and offer actionable insights to enhance efficiency and self-sufficiency.

Position: Technical Consultant I

As a Technical Consultant, your role is to implement the Apty product onto the customer's application(s). You will serve as a technical subject matter expert and integral part of the globally operating Apty Customer Experience team. You will work closely with customers, facilitating implementation of the Apty product and delivering high quality communication to technical and non-technical users of Apty.

This is a challenging role, and we are looking for someone who is highly technical with web technology experience working. The role also includes JavaScript coding to make Apty interact with the customer application, solving technical challenges, and working closely with feature developers.

The Technical Consultant is a high-performing contributor with a strong work ethic and ability to work issues independently to resolution. If you enjoy working with international customers, digging deep into technical issues, and finding the right answers and solutions to a wide variety of questions, then we are looking for you.

Your primary customer community will be based in the United States, but from time to time you can also be expected to consult with customers based in EMEA, ASIA/PAC and India.

Responsibilities:

- Maintain a deep understanding of the Apty product and features facilitating smooth implementation of Apty on customer applications.

- Support customers through the implementation process, providing process and feature consultation.

- Configure and test Apty features and content to align with customer's project scope.

- Serve as the technical expert, answering questions, resolving issues, and committing the compatibility code into the main platform branch.

- Attend customer calls and provide immediate assistance in case of critical issues.

- Collaborate with engineering and product team to drive issue resolutions.

- Correspond with customers via calls and email.

- Provide excellent service, keeping customers extremely satisfied and generating high CSAT scores.

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- Work cross-functionally in collaboration with different departments, including Product, Engineering, Customer Success, Sales, and Marketing to address concerns, questions, and requests.

Skills and Qualifications:

- Bachelor's Degree in Information Systems/Computer Science or career equivalent experience.

- 1–2 years of relevant experience in technical implementation and/or support positions in Product based or SAAS companies.

- Extensive knowledge of core JavaScript, HTML, CSS and frameworks like React/Angular.

- Experience with SQL and MySQL databases.

- Understanding of Browers, Object Identification, and the DOM (Document Object Model).

- Strong customer focus and ability to understand requirements and communicate complex technical systems.

- Excellent problem-solving and proven ability to troubleshoot software.

- Professional written & verbal communication and documentation skills.

- Accept constructive criticisms from customers.

Job Location, Time and Bond period for fresher to One Year Exp.

- **Job Location**: Hyderabad
- **Office Time**:   2 pm – 11 pm IST
- 2 Years bond for 0 – 1 Year Experience candidates