



Application Support Engineer - Ireland

Snipp is a global loyalty and promotions company with a singular focus: to develop disruptive engagement platforms that generate insights and drive sales. Our solutions include shopper marketing promotions, loyalty, rewards, rebates and data analytics, all of which are seamlessly integrated to provide a one-stop marketing technology platform. We are the market leader for receipt-based purchase validation and we are the only unified loyalty solution in the market for CPG brands. We work with hundreds of programs for Fortune 1000 brands and world-class agencies and partners, providing creative solutions to solve their needs.

We're looking for smart, entrepreneurial people who enjoy challenges and working on cutting edge technology – no one will be holding your hand here. In exchange, we promise to pay you fairly, give you flexibility in how/ where you work, present you with lots of challenges so you will never be bored and oh yeah, give you real stock options in a public company (so they're actually worth something already).

We are looking for a talented and passionate Application support engineer who cares about creating quality products to join our team. We believe that running our software as a service should be fun, enjoyable and productive. At Snipp, we work smart, we work hard, and we have fun.

Responsibilities

- Actively manage the client service desk and ensure issues are responded to and triaged in a timely manner
- Work closely with Developers and Project Managers to communicate about client issues and understand the complexities of individual client programs
- Have a customer first mentality and troubleshoot critical customer issues including reproducing and logging issues in a clear and concise format
- Take ownership of customer issues and see the problems through to resolution
- Research, diagnose, troubleshoot and identify solutions to resolve system issues
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Identify potential issues across multiple clients and actively work to mitigate company risk
- Generate regular reporting on issue open and close rates and time to resolution per client
- Work in an agile environment helping to ensure that our service is of a high quality
- Collaborate with our group of talented, passionate and fun developers to assist in debugging and testing and

Requirements

- 5+ years of experience as an Application support engineer
- Working knowledge of Microsoft SQL Databases (SQL Server 2016) & basic network configuration
- Working Knowledge of AWS cloud, IT Hardware and Software, and Jira
- Ability to learn and master employer-specific software
- Complex problem solving
- Written and verbal communication skills
- HTML, CSS, JavaScript, C# development and T-SQL skills is a plus
- Experience with the business process customer management or loyalty program is a plus

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Or please email your resume to Jobs@snipp.com