

Technical support engineer (fresher)

Company: [Company name]

Location: [Location] | Work mode: [Work mode]

Employment type: Full-time | CTC: [CTC for the full-time role]

Joining: [Joining date] | Apply by: [Apply by]

About [Company name]

[About your company]

About the role

At [Company name], you will investigate software-product tickets for the [Team] team. You will reproduce problems in a test account, read logs and API responses, explain next steps and escalate bugs with evidence. A senior reviews your replies while you learn. Channels: [email / chat / phone]. Working hours: [start and end times, time zone and working days]. Weekend or on-call duties: [none / describe rota]. Escalation support: [name the senior or team and its coverage hours].

What you will do

- Answer customer tickets on [email / chat / phone], using the runbooks, the help centre and the team's saved replies
- Ask what the customer saw, when it started and what they were trying to do, then reproduce the problem in a test account and note exactly what happened
- Read application logs and browser console messages, and read API responses with a tool such as Postman or curl, to find where a request failed, and note the status code, the error text and the time
- Where the role includes database checks, run approved read-only SQL queries within your authorised access to confirm what the product stored. Pass any live-data correction to the senior or engineering team responsible for it
- Reply in plain words that say what you found, what happens next, who owns it and what you need from the customer, and give a date only when the owner has confirmed it
- Escalate bugs to engineering with the steps that reproduce the fault, what you expected and what happened, the account or record ID, the time, the logs, the customer's impact and what you have already tried
- Stay calm with an upset customer or a request that policy does not allow: acknowledge the problem, say what you can and cannot do, and pass exceptions to a named senior
- Update help-centre articles and saved replies when a fix or a product change makes them wrong, and draft a new article when the same question keeps arriving
- Mask personal details and keys in tickets, screenshots and chats, and never ask a customer for a password
- Work through each release on a test account and read its notes, so you know what changed before customers ask

What we are looking for

- Clear written English: short, accurate replies and ticket notes that a customer or an engineer can follow without a call, and clear spoken English if the role takes calls
- Understanding of REST APIs: knows what a request, a response and a status code are, and has sent a call with a tool such as Postman or curl and read the reply
- Comfort with logs and error messages: can find the error line, the time and the request it belongs to

- A calm, courteous tone with an upset customer, in writing and on calls where the role has them
- The habit of writing steps down, so that another person can repeat what you did
- One technical problem you diagnosed and can explain step by step, from a project, a lab, coursework or your own devices; notes are welcome, but a spoken account is enough
- The habit of asking a senior before any change to live data, and never asking a customer for a password

Good to have

- Experience with a helpdesk tool such as Zendesk, Freshdesk or Jira Service Management
- Basic Linux command line, for reading log files with commands such as grep and tail
- Basic SQL (SELECT, WHERE, JOIN and COUNT) when the role includes read-only checks on stored data
- Reading and writing a second language that our customers use, for example Hindi or Tamil **[move to requirements if the post handles tickets or calls in that language]**
- Knowledge of how browsers and networks fit together: cookies, cache, DNS and HTTP headers
- A short Python or shell script that repeats a check you did by hand

Who can apply

Final-year students, graduates and diploma holders from any stream can apply, including B.E./B.Tech, BCA, B.Sc and MCA. The same requirements apply to every applicant.

How to apply

Apply through this job post by **[Apply by]**. Shortlisted candidates will hear from us about the next steps.

Technical support engineer intern

Company: [Company name]

Location: [Location] | Work mode: [Work mode]

Employment type: Internship | Duration: [Internship duration] | Stipend: [Stipend for the internship]

Joining: [Joining date] | Apply by: [Apply by]

About [Company name]

[About your company]

About the role

[Company name] is looking for a technical support intern to learn product support with a mentor. You will shadow tickets with customer details masked, reproduce problems in a test account, read sample logs and API responses and draft replies for review. Nothing you write reaches a customer until your mentor approves it. [Company name] must also approve any publication or portfolio use of your work.

What you will do

- Shadow tickets with customer details masked for the first week, noting for each the question, the steps taken and the outcome, and compare your notes with your mentor's
- Take three closed tickets with customer details and keys removed, read the thread and the log extract saved with each, and write what you would have asked or checked differently
- Practise API calls in Postman or curl against the sandbox, and write down in plain words what each status code you get back means
- Where the role includes database checks, run mentor-approved read-only SQL queries on a sample database and explain each result in one line.
- Rewrite one help-centre article that confuses readers, follow its steps on a fresh test account and send it for review
- Write one escalation note for a past bug with personal details removed, and ask an engineer what is still missing from it

What we are looking for

- A final-year student or recent graduate of a degree or diploma course, in computer science, IT or any other stream
- Writes short, clear English and can explain a technical problem in two or three lines
- Where the role includes database checks, has run SELECT queries on a sample database or is ready to learn them with a mentor.
- Has sent an API call with a tool such as Postman or curl, or is ready to learn it in the first week
- Available for the training and any shift timings stated in this post

Who can apply

Final-year students, graduates and diploma holders from any stream can apply, including B.E./B.Tech, BCA, B.Sc and MCA. The same requirements apply to every applicant.

How to apply

Apply through this job post by [Apply by]. Shortlisted candidates will hear from us about the next steps.

Screening questions to add to your job post

1. **A customer writes that the app is slow. What do you ask first?** Look for questions that narrow the problem: which screen or action, since when, how long it takes, on which device, browser or network, and whether others are affected. Accept a request for a screen recording or the time of the failure instead of a list of questions.
2. **Explain a 500 error to a customer in two lines.** Look for a plain explanation that the server could not complete the request, followed by a proposed next step such as collecting the failure time and request details. Accept an everyday comparison. The reply should avoid guessing the cause, claiming an investigation has started or promising a fix date.
3. **What must an escalation to the engineers contain?** Look for the steps that reproduce the fault, what was expected and what happened, the account or record ID, the time, a log line or screenshot, the customer's impact and what has been tried. Accept any layout that lets an engineer start without writing back.
4. **A customer asks for a refund that the policy does not allow. What do you say?** Look for a calm acknowledgement, a plain statement of what the policy allows and a hand-over of exceptions to the person who decides them. Accept 'I will check with my senior' when the candidate promises no outcome and offers nothing the policy does not allow.
5. **A customer pastes an API key into a chat. What do you do?** Look for treating the key as exposed, promptly notifying the authorised owner to revoke or rotate it, and redacting it from the conversation where permitted. The candidate should avoid copying or testing the key and follow the team's escalation procedure. Accept asking a senior for help while naming these next steps.
6. **Describe a technical problem you diagnosed, in a project, a lab or at home. What did you check first, and how did you confirm the cause?** Look for a sensible first check, a step-by-step path and a way of confirming the cause. Accept coursework, a college lab, a home network or a phone fault.