



Technical Support Engineer – HVR

Location: US (any)

- Are you passionate about database technologies?
- Do you like to tinker so you can truly understand how technologies work?
- Do you consider every new challenge an opportunity to learn and improve?
- Will you persevere until you find the root cause of a problem?
- Does helping others be successful excite you?

If your answer to these five questions is **YES**, then we have a job for you.

We are looking for someone to join our Technical Support team.

The goal of the technical support engineer and the technical support team is to become trusted advisors to our customers. This team is comprised of individuals who are enthusiastic about troubleshooting and determining the root cause of a problem. This team prides itself on its ability to deliver superior support and service.

Responsibilities

Provide excellent support to customers, which includes delivering technical analysis, and answering complex questions on function and usage of the product.

The technical support engineer has an open and clear communication channel with its HVR Engineering and Technical Support peers as part as of the problem-solving process.

Required Experience and Skills

- Bachelor's degree or higher in Science or Technology
- Knowledge on DBA level of databases preferably Oracle, SQL Server and or DB2.
- Proficient in SQL
- At least three years' customer facing experience in directly supporting external software applications
- Proven experience in diagnosing and resolving OS and network issues.
- A strong aptitude for customer service
- Good command of English
- Self-propelling

Desired skills

- Experience with data integration products like Oracle Golden Gate, Shareplex, Attunity



- DBMS & OS performance tuning
- Demonstrable skills in script programming (OS shell, perl, python, etc)
- C programming knowledge is a plus

About HVR

Our software solution replicates data between over thirty different technologies and platforms that our customers use.

Data is the lifeblood of a modern organization. Our technology enables organizations to unlock their data silos by replicating data in real-time, between a multitude of mostly database technologies, on-premises and in the cloud. Common use cases include data lakes, data warehouses, and reporting environments.

HVR is an Equal Opportunity Employer.

HVR offers a competitive compensation package that includes base salary, medical, and 401K programs, and more. It's an exciting time to work at a rapidly growing company. You can learn more about our company and technology at www.hvr-software.com.