

Job Description

Job Title: Software Engineer

Location: Mangalore

Overview: As a Software Engineer, you will work across diverse departments such as Application Development, Testing, Reporting, Infrastructure & Release, and Technical Support. This entry-level role offers you the opportunity to grow your foundational programming knowledge while gaining hands-on experience in real-world applications. Flexibility with work shifts and an eagerness to learn new tools and languages will be essential.

Key Responsibilities:

Application Development:

- Design and implement Sugar CRM (PHP) or Java systems requirements.
- Develop scalable applications that align with clients' business needs.
- Ensure code quality through testing and code reviews.
- Integrate CRM systems with other business applications.

Testing:

- Perform thorough QA testing to ensure product reliability.
- Analyse Product Requirement Documents (PRD)/ User Stories to identify and address any gaps.
- Develop test scripts and automate recurring tasks.
- Collaborate with development teams to identify and resolve bugs.
- Document testing results and improvement recommendations.

Reporting:

- Analyse business metrics to drive data-informed decisions.
- Develop custom reports to meet stakeholder requirements.
- Optimize data visualization for clear insights.
- Ensure timely reporting and metrics accuracy.

Infrastructure & Release:

- Manage and monitor Cloud infrastructure to ensure reliability and high performance.
- Develop, implement, and maintain CI/CD pipelines for efficient deployments.
- Coordinate release schedules and oversee deployment processes.
- Monitor post-release performance and troubleshoot infrastructure issues to minimize downtime.
- Automate routine tasks to reduce manual work and errors.

Technical Support (L2):

- Provide advanced technical assistance to resolve escalated issues.
- Troubleshoot and debug complex system problems.
- Document support cases and resolutions.
- Work closely with product teams for ongoing system improvements.

Required Qualifications:

- Basic knowledge of Java, SQL, Python and familiarity with C++ or any programming language.
- Understanding of at least one additional programming language.
- Strong problem-solving skills and ability to quickly learn new technologies.
- Good verbal and written communication skills.

Desired Skills:

- Knowledge of Java or CRM-specific programming, depending on departmental assignment.
- Foundational understanding of software testing and quality assurance.
- Ability to work both independently and in team-oriented environments.

Preferred Experience:

- Prior internship or project experience in a programming or technical support role.

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