

## **JOB DESCRIPTION- Production Support Engineer (Java)**

### **What is CleverTap?**

CleverTap delivers over 10 billion interactions everyday across our AI-powered customer engagement and retention platform that enables digital enterprises to dramatically improve mobile user retention and conversion rates through behavioral insights, predictive segmentation, user experience optimization, and fully automated campaign orchestration.

CleverTap is the leading customer engagement and retention platform that helps brands maximize user lifetime value. Consumer brands around the world representing over 10,000 apps—including Gojek, AirAsia, Sony, Vodafone, Carousell, and Cleartrip—trust CleverTap to help them improve user engagement and retention thereby growing long term revenue. CleverTap is backed by leading venture capital firms, including Sequoia, Tiger Global Management, Accel, and Recruit Holdings, and is headquartered in Mountain View, California with offices in Amsterdam, Singapore, Dubai, and Mumbai.

CleverTap is Great Place to Work-Certified™ in India and has been named Forbes' Best Startup Employer in America for 2 years in a row (2020 and 2021). For more information, visit [clevertap.com](https://clevertap.com) or follow us on [LinkedIn](#) and [Twitter](#).

CleverTap's software engineers work in a dynamic, highly-analytical environment and develop a highly scalable next-generation user engagement and retention platform.

### **Purpose:**

To debug, design code updates/solutions to fix reported issues and assist in production support off hour system emergencies.

### **Key Responsibilities :**

- To provide daily support and on-call engineering support with a resolution of escalated production issues to ensure they are resolved in a timely manner
- To interface with customer support (CS Team) to help resolve technical issues
- To work closely with technical teams to enhance the quality of existing product
- To develop debugging tools
- To follow coding standards, unit-testing, code reviews
- To follow release cycles and commitment to timelines

### **Key Requirement:**

- BS / MS degree in computer science from premier institutes with top grades or equivalent practical experience.
- 3+ years of programming experience in Java
- Android or iOS development experience (Good to have)
- Strong problem solving and debugging ability
- Familiarity with Linux commands, API Frameworks

### **Measure of Success:**

- Number of production issues resolved successfully
- Efficiency in debugging
- Debugging tools developed which aid in identifying the root cause
- Following structured approach to solve problems and document/communicate effectively with other teams (CS, Engineering, Product etc)

### **Key Competencies:**

- **Functional:** Debugging ability, prioritization and scheduling skills

- **Behavioral:** Strong problem solving, sense of urgency and prioritization

**Reporting Relationship:**

- Reporting to: Manager Production Support
- Direct Reports: None

**Why join us?**

- You are a leader ready for your next challenge
- You want to work in a fast-paced, dynamic environment where your contribution matters
- You are passionate about technology and its impact on the high growth mobile marketing space

**What is working at CleverTap like?**

- Work, performance and results are real sources of happiness in addition to the fun of working with and celebrating success with an exceptionally talented team
- Hierarchy is a myth, merit is lauded
- Accountability and driving outcomes is the key to success
- Your career here is limited by you and nothing else
- Teamwork trumps individual success

**JOB DESCRIPTION- QA Engineer**

**What is CleverTap?**

CleverTap empowers digital brands to increase customer retention and lifetime value with the help of data, personalization, deep-tech and automation. We work with thousands of brands globally, including Dream 11, Dunzo, Lenskart, Zomato, Pharmeasy, MX Player, Premier League and GO-JEK.

CleverTap customers leverage Data, AI and Machine Learning for behavioral insights, predictive segmentation, user experience optimization, and fully automated campaign orchestration. The platform ingests ~15 billion user interactions daily, and sends out about 2 billion message notifications each day on behalf of its customers. Our patent-pending technology was invented to solve for scale, speed and security. You can follow our tech blog here - <https://tech.clevertap.com/>.

CleverTap is backed by Sequoia Capital, Accel and Tiger Global. Headquartered in Mountain View, US, our 350+ CTzens work out of Mumbai, Singapore, Dubai, and other locations globally. We're one of the fastest growing SaaS startups in the marketing technology space.

CleverTap is Great Place to Work-Certified™ and has been named Forbes' Best Startup Employer in America for 2 years in a row - 2020 and 2021. For more information, visit [clevertap.com](http://clevertap.com) or follow us on [LinkedIn](#) and [Twitter](#). CleverTap's software engineers work collaboratively in a dynamic, highly-technical environment to develop a highly scalable next-generation user engagement and retention platform.

**Position: Quality Assurance Engineer**

**Location: Mumbai**

**Purpose:**

Define system and process to identify bug or defect which will help in delivering error free Program/Software/Product

**Key Responsibilities**

- Prepare test plans, scenarios and write programs to test the software so as to identify bugs and enable bug free scalable software production.
- Collaborate with cross functional teams to define acceptance criteria of software
- Execute risk based approach of software testing and business process testing plans to meet project testing needs
- To participate in requirements, design, review meetings and evaluate requirements testability
- Understand and analyze Business, Functional, Technical, Mobile applications and UI (User Interface) testing requirements, protocols and standards
- Maintain the test use case repository, library and use them effectively to improve software testing productivity
- Prepare reports on software testing and educate cross functional teams with common or trending bug/ failure scenarios to enable right first time programs

**Key Requirements:**

- BS/MS degree in computer science or equivalent practical experience
- Experience in working with Web, Mobile and API Testing in both Automation & Manual testing
- Knowledge in QA, preferably with Product Companies
- Strong experience developing in Java or Javascript
- Experience using test automation tools like Cucumber, Selenium
- Experience with Vue.js/Jest/Cypress/TestCafe a plus
- Experience with Continuous Integration systems (e.g., Jenkins, GitLab, Bamboo)
- Security + Scale testing experience

**Measure of Success:**

- Bug free release
- Number of bugs encountered past passthrough
- Functionality coverage through automation
- Comprehensive test documentation, bug report, test cases
- Effective and transparent communication

**Key Competencies:**

- Functional/ technical: Business process understanding, Software design and deployment, Database concepts
- Behavioural/ Leadership: Problem solving, teamwork and collaboration, Communication

**Why join us?**

- Be a part of a global growth stage startup
- Work in a fast-paced, dynamic environment where your contribution matters
- You are passionate about technology and its impact on the high growth mobile technology space
- Innovate at scale, with learning opportunities

**What is working at CleverTap like?**

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- Accountability and driving outcomes is the key to success
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- Teamwork trumps individual success

**Stipends/ Salary:** 25k at time of Internship and the highest CTC will be 7 LPA depending on the performance.