

**Job Title: Support Analyst – L1 (24x7 Post-Sales Product Support)****Location:** Bhubaneswar**Shift:** 24x7 Rotational Shifts**Experience:** 0–2 Years (Freshers with strong fundamentals can apply)**Department:** Technical Assistance Center (TAC)**About InstaSafe**

InstaSafe is a leading cybersecurity company pioneering the shift toward Zero Trust security models. As a fast-growing technology company trusted by global enterprises, we are redefining secure access for the modern, hybrid workforce. Choosing InstaSafe as your career destination means being part of a mission-driven team that is solving real-world cybersecurity challenges with innovation, agility, and purpose.

**Join InstaSafe. Be part of the cybersecurity revolution.**

Explore opportunities. Challenge conventions. Build a safer digital future with us.

**Role Overview**

The Support Analyst at InstaSafe plays a critical role in delivering post-sales technical support and advisory services to enterprise customers, partners, and distributors. This position serves as a bridge between technology and customer experience, ensuring smooth deployment, issue resolution, and ongoing operational excellence of InstaSafe's cybersecurity solutions.

**Key Responsibilities:****1. Technical Troubleshooting**

- Resolve customer-reported issues by leveraging Knowledge Base (KB) articles and Standard Operating Procedures (SOPs).
- Collaborate with internal teams to escalate and track complex problems as needed.

**2. Pre-Sales/Demo Support**

- Assist customers, partners, and distributors with prerequisites and setup guidance for Proof of Concept (POC) and product demonstrations.
- Ensure technical readiness for successful trials and evaluations.

**3. Sales and Pre-Sales Enablement**

- Share technical collaterals such as product decks, brochures, datasheets, use cases, and integration documents to support business development efforts.
- Act as a subject-matter liaison between sales teams and prospective clients.

**4. System Health Checks**

- Proactively perform routine system health checks to ensure customer deployments are running optimally.
- Monitor alerts and usage patterns for early detection of potential issues.

#### 5. **Third-Party OEM/Service Management**

- Manage and coordinate with integrated third-party OEMs, cloud vendors, and service providers to ensure seamless interoperability and incident resolution.
- Track SLA adherence and drive timely response for external dependencies.

#### 6. **Third-Party Advisory Management**

- Handle technical advisories and communication from platforms such as Kaleyra, Sendgrid, AWS, and similar services.
- Evaluate the impact and guide customers on necessary actions.

#### 7. **Customer Communication & Advisory Broadcasts**

- Draft and broadcast advisories for planned outages, release updates, feature enhancements, and scheduled maintenance.
- Maintain transparent and timely communication with all stakeholders.

#### **Education - Mandatory**

- B.E. / B.Tech / M.Tech/ BCA / MCA / B.Sc in Computer Science, Information Technology, or Electronics.
- Minimum 60% in 10th, 12th, Graduation and Post Graduation [If applicable].

#### **Experience**

- Fresh graduates with strong technical fundamentals are encouraged to apply.
- Candidates with 1–2 years of experience in support roles (Support Analyst, Helpdesk, Technical Support) will be preferred.
- Hands-on internship experience or final year projects in relevant IT or network support domains will be an added advantage.
- Must have Technical Knowledge on Operating Systems i.e. Basic knowledge of Windows and Linux. Networking Fundamentals i.e. Understanding of IP addressing, DNS, DHCP, VPN, TCP/IP.
- Preferred Certifications like CompTIA A+ / N+, Microsoft MTA / Azure Fundamentals, ITIL Foundation, Google IT Support or similar online certifications
- Preferred to have Troubleshooting Skills i.e. Familiarity with ticketing tools and standard troubleshooting procedures.

- Must have Proficient spoken and written English and Strong email and phone communication skills
- Must be flexible to work in a 24x7 shift environment with a strong sense of teamwork, punctuality, and professional conduct.

