Detalle de Contenido para el Reto

Fecha: 11 de Abril 2018

Temática: Tecnologia- Hackaton

Organizado por: Crossover

Título: Online Tournament **Software Engineer & L1 Customer Support Engineer**

Breve descripción:

L1 Customer support Online Tournament:

We're running an **Online Hiring Tournament** on April 14th to hire L1 Customer Support Engineers ($30K/yr).
This event will include all testing for the role. Upon grading the deliverables from the event, we will set up qualified candidates with an interview with the hiring manager, who can hire 50 Support Engineers this week. This is a 100% remote, full-time role.
You can see more details about this role here: https://www.crossover.com/l1customersupportengineer?utm_campaign=Apr27campusPartyTournament

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This tournament will be hosted for our client **Versata**, who will be hiring the L1 Customer Support Engineers who win this tournament. A little more information about the role:
L1 Customer Support Engineers are software engineers who couple their technical acumen with the ability to interact directly with our customers. They are technical, but they have the unique ability to couple that with exceptional verbal and written communication skills. They are smart, driven, curious, and empathetic, going out of their way to help customers and not resting until a problem is solved.
Candidate Requirements:

- At least 3 years, as a front-line agent in a high-volume contact center.
- You have performed tech support tasks for B2C or B2B customers.
- You must have the ability to learn multiple products across multiple technologies
- You need to be well versed in current software support practices and tools including: troubleshooting, virtual environments, issue tracking, log investigation, build testing, and ticket management.
- You should have above average computer skills, and some working programming knowledge is a plus so that you can learn our products and resolve basic technical issues
- Strong oral/written communication skills in English is a must, so you can communicate effectively and professionally with customers.
- Fast learner, sharp thinking, investigative mind and true dedication to solve customer problems.
- As a Level 1 Agent, you will have a full caseload at all times, so you will need to manage your time and adjust your priorities as your caseload evolves.

Optional skill:
* We are a global company with global customers - if you have the ability to speak additional languages - that will give you an additional advantage in the application process. The optional additional languages we are looking for are German, French, Spanish, Italian, Japanese, Russian, Czech, Cantonese & Thai.

We recommend that you attend the tournament instead of applying online, as our tournament process will be much faster.

Register at the green button, where we'll ask you some brief questions about your background. Webinar address and test platform link will be sent to confirmed candidates.

Join our community of remote professionals!

Software engineer - in **Cloud** OR **Java** OR **C++** OR **C# (.NET)** OR **Python** OR **Front End**

We're running an **Online Hiring Tournament** on April 14th to hire Software Engineers (USD $30K/yr) with expertise in **Cloud** OR **Java** OR **C++** OR **C# (.NET)** OR **Python** OR **Front End.** If you are not familiar with any of those technologies, you should not attend the event as we currently have openings only in those roles.

This event will include testing. Upon grading the deliverables from the event, we will set up qualified candidates with an interview with the hiring manager, who can hire 40 Software Engineers. This is a 100% remote, full-time role.

You can see more details about this role here: https://www.crossover.com/software-engineer?utm_campaign=Apr14Tournament

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You will be part of a team responsible for the technical delivery of a multi-million dollar revenue per year enterprise software product. That team is responsible to ensure that the customers are blown away by the technical differentiation and quality of the product. We want to give you the ability to look at code in ways it has never been looked at before, to understand the interdependency in the code. We are empowering software development and creating higher quality code by using the latest technologies and toolsets. We are excited about using data to make decisions, we are bringing big data and analysis to software development. We are on the cutting edge of software development, and we innovate improvements on the newest technologies. We want people who are adaptable and can learn new things, and can use new ideas and concepts to solve business problems.

You will be tested in one of the following technologies based on your expertise:
* Java
* Cloud
* C++
* C# (.NET)
* Python
* Front End

Candidate Requirements:
- 2+ years of experience as a hands-on software engineer
- Bachelor's Degree in Computer Science, Electrical Engineering, or Computer Engineering
- A ruthless commitment to testing the code you've written
- Proficiency in the following skills and technologies is mandatory: Knowledge of backend programming languages, like C++, Java, C#, Ruby or others, Database(SQL server/Oracle/MySQL/MongoDB/Cassandra), SOA, EDA, and Design patterns, Javascript (ReactJS, AngularJS) , HTML5, CSS3, Cloud computing architecting, Linux, REST, tools for CI/CD, Git, and shell scripting, DevOps

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