



**Job Summary:**

OrderMotion, Inc.

Burlington, MA 01803

Industry: Software B2B

Job Type: Full-Time, Employee

Years of Experience: 2+ years supporting business critical software applications

Education Level: Bachelors Degree

**Job Title: Support Engineer**

**About the Company:**

OrderMotion is a growing and profitable, SaaS-based direct-to-consumer (D2C) campaign and order management company. Our two key markets are E-Commerce and Direct Response Television (DRTV). Our on-demand, Web-based technology seamlessly integrates our customer's entire network of fulfillment warehouses, call centers, customer service centers, Websites, payment processors and media agencies. Marketers get real-time data feeds that track consumer purchases from acquisition through retention. Specializing in complex offer structures and flexible testing options, OrderMotion is ideally suited for multi-pay and continuity order processing. We support nearly 200 D2C businesses processing more than \$1 billion annually. We are a VC-backed company located in Burlington, MA and currently employ 22 full-time employees worldwide.

**The Ideal Candidate:**

As a member of our support team, the Support Engineer role is essential to our customers' ongoing satisfaction and business success with our solution. The ideal person for this role has experience assisting customers to set up, manage, and succeed with web-based ecommerce and/or order management platforms.

**Key Responsibilities/Job Duties:**

- Prioritize, research and resolve complex technical customer issues submitted via the online support system, email and phone
- Accurately capture the details of customer incidents and thoroughly document the steps taken to resolve them
- Set up and test solutions during the research and resolution of support issues
- Guide customers in optimum system configuration
- Guide customers in using system's reporting capabilities for data analysis
- Provide technical assistance to customer base as new functionality is released.

- Take on key areas of the product as a subject matter expert
- Follow proper escalation process when support issues require attention from Development, Professional Services or other internal resources
- Create documentation, knowledge base and other learning tools for internal and external use
- Carry a pager/cell phone and provide 24x7 support on a rotational basis.

**Requirements:**

- Bachelor's Degree in computer science or related field required
- 2+ years supporting business critical software applications in ERP, financial systems, or e-Commerce
- Experience in a 2nd Level software support environment
- Technical skills in the following areas: XML, HTML, .NET, SQL Server, IIS, Web Architecture
- Experience building and troubleshooting reports with BI tools and relational databases
- Ability to work well in a team and independently
- Excellent multi-tasking, organizational and analytical skills
- Strong oral and written communication skills
- Experience SaaS deployments a plus

Submit resumes to: [hr@ordermotion.com](mailto:hr@ordermotion.com). Learn more about us at [www.ordermotion.com](http://www.ordermotion.com).

Thank you.