

L1 Technical Support Engineer

Role Overview

The L1 Technical Support Engineer provides first-line support to customers using our test automation product. This role focuses on initial troubleshooting, issue qualification, guiding users on product usage, and ensuring smooth ticket handling. L1 engineers act as the first point of contact and play a key role in customer satisfaction.

Key Responsibilities

1. Frontline Customer Support

- Act as the first point of contact via email, chat, and ticketing tools.
- Capture, verify, and validate issue details from the customer.
- Provide step-by-step assistance on basic product features, configuration, and usage.
- Troubleshoot fundamental issues related to:
 - Test execution failures
 - Product login/access issues
 - Agent/runner connectivity
 - Environment configuration
 - CI integration basics

2. Ticket Management

- Log every issue with complete details (logs, screenshots, version info, environment).
- Follow L1 → L2 escalation procedures.
- Maintain SLA compliance for **First Response Time (FRT)** and **Initial Triage**.
- Keep customers updated until ticket is resolved.

3. Technical Troubleshooting

- Perform basic diagnostic checks and provide workarounds where applicable.
- Collect logs, configs, execution reports, and reproduce simple issues in the internal sandbox.
- Help users understand:
 - Test suite structure
 - Basic automation framework setup
 - Simple CI/CD pipeline integrations
 - Execution reports and results

4. Product Knowledge & Documentation

- Maintain familiarity with product features, UI workflow, and common user scenarios.
- Update FAQs, known issues list, and internal knowledge base.
- Share recurring issues and product feedback with L2/L3 teams.

5. Customer Experience

- Ensure clear, polite, and professional communication.
- Provide guidance for best practices and product usage.
- Drive customer satisfaction (CSAT) through timely and effective support.

Required Skills & Qualifications

- Bachelor's degree in Engineering, Computer Science, or any technical field.
- 2 to 4 years of experience in technical support / QA automation / software support.
- Basic understanding of:
 - Test automation concepts

- Selenium / Appium / Playwright (awareness level sufficient)
- CI/CD tools (Jenkins, GitHub Actions, Azure DevOps – basic understanding)
- Ability to read simple logs and troubleshoot routine issues.
- Comfort with Linux/Windows command line (basic level).
- Strong communication and problem-solving skills.
- Ability to handle multiple tickets and work in shifts if required.

Preferred Skills (Nice to Have)

- Exposure to test automation tools (Selenium IDE, Katalon, TestComplete, Tosca, etc.).
- Understanding of REST APIs and JSON.
- Basic scripting in Python/JavaScript/Java.
- Experience with ticketing tools (Jira, Zendesk, Freshdesk, ServiceNow).