



About us:

We are the group of experienced professionals in business development, customer happiness, engineering and Web Development who have gathered in order to share our experience and help companies grow and expand accordingly.

API Support Engineer

Responsibilities include working with other developers in order to provide best possible handoff for API integration where our clients will be building their platforms off of our API engine. You'll be working on providing professional services support to developers as well as working on upgrading existing system in accordance to product team's requirement and by "user voice". You will be able to think outside the box. You will be able to work in stress relieved environment. The ideal candidate understands how the web works and has a strong knowledge of REST services, API fundamentals, python or ruby languages. This is a great opportunity to be part of a small team building and running a high growth network.

Job description:

- Working with developers in order to engage their code bases with our API
- Working on improving our API code base
- Combining technical expertise with customer service to resolve questions and issues.
- Document and build new tools to improve support flows.
- Identify patterns - recommend improvements, and filter our unimportant issues.

Requirements:

- Experience with python or ruby programming languages
- Knowledge of SQL databases (MySQL)
- Familiarity with web environments including HTTP, SSL, DNS
- Knowledge of REST fundamentals
- Knowledge of HTML, CSS, Javascript (Knowledge of other programming languages a plus)
- Excellent organizational and communication skills.
- Language requirements, English fluency (written and spoken)
- Background in the software industry.

BENEFITS

As a API Developer Support Engineer at Blue Grid, you'll get:

- A competitive salary
- Flexible hours and vacation time
- Autonomy to do your thing
- Support from your manager and coworkers
- Yearly team retreats

Please send us your CV to hr@bluegrid.io if interested!