

Position Summary – Publisher Support Engineer

Lijit Networks, Inc. has an immediate need for a Publisher Support Engineer. This is a critical front line position interacting with Lijit's network of Publishers on a daily basis working closely with both the Business Development as well as Product Development teams. You will be responsible for assisting online Publishers with technical opportunities and issues across Lijit's product suite. In addition to strong technical, troubleshooting and communication skills, the successful candidate should be an eager, team-oriented, self-starter with a positive attitude, who is interested in working in a fast-paced environment and ensuring our Publishers have a successful experience using Lijit.

Key Duties & Responsibilities:

- Address Publisher issues in a timely manner as they arise from internal or external sources
- Replicate these issues, research and brainstorm options available, clearly communicate options, and likely implement any changes as required for issue resolution (yes, even if it requires some clever code hackery on your part)
- Collaborate with the Software Engineering and Product teams, and escalate issues to appropriate owners, as necessary
- Maintain the support queue, update cases, assign and follow-up on open tickets appropriately

Skills & Experience:

- Familiarity with technical aspects of blogging platforms such as TypePad, Moveable Type, WordPress, Blogger, etc.
- Working knowledge of Javascript, CSS, XML, HTML, Flash (candidates should be able to identify and troubleshoot minor issues related to these languages; the ability to perform some coding in each is ideal)
- Ability to explain technical concepts to customers and non-technical staff in an effective manner
- Strong customer service, communication, troubleshooting, prioritization, and project management skills
- Ability to research, diagnose, and troubleshoot issues independently
- Ability to work on multiple tasks simultaneously and meet deadlines with quality results
- Must be willing to field requests 24x7
- Bachelor's degree in a technical area a plus