



# Technical Support Engineer

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## Inflectra job description

### LinkedIn Summary

Are you a technical expert who thrives on solving "unsolvable" Tier 3 challenges? Inflectra is looking for a Technical Support Engineer to serve as our primary U.S.-based support lead. This is a high-impact role for a professional who wants to own the customer experience from initial triage to deep-dive guidance. You will hunt down complex bugs, and directly influence our product roadmap. For top performers, this position offers a clear path to incorporate high-level strategic consultations with our VIP customers into your daily work, moving you beyond standard help desk tickets into architectural guidance.

**Eligibility Requirements:** U.S. Citizen or Permanent Resident (Green Card holder), who is a resident of the continental U.S., excluding California.

We are conducting a targeted hiring process for this role and will begin reviewing applications on January 19th, 2026. Candidates are encouraged to apply immediately.

### About Inflectra

Inflectra Corporation is a profitable, self-funded B2B SaaS company specializing in software test management (Spira) and test automation (Rapise). We are a small, growing team focused on delivering high-quality tools for critical applications worldwide. We foster a friendly, supportive environment and offer remote flexibility (team members outside the Washington, DC metro area are 100% remote).

### The Opportunity

This is a high-impact position designed for a technical expert who wants to own the customer experience from Tier 1 through Tier 3 and beyond. As our **primary U.S.-based support lead**, you will act as the vital bridge between our users and our product team, ensuring that our North American support operations run with precision. You will have the opportunity to move beyond the help desk to engage directly with VIP customers via video consultations, providing high-level strategic support and architectural guidance based on your performance. This role is perfect for



a self-motivated professional who enjoys solving complex technical challenges while proactively identifying ways to improve our software.

## Work Status & Residency:

- **Immigration Status:** Due to security requirements, this position is strictly limited to U.S. Citizens or Permanent Residents (Green Card holders).
- **Location:** You must be a resident of the continental United States, excluding California.

## Core responsibilities

- **U.S. Support Orchestration:** Act as the lead point of contact during U.S. hours, monitoring the support inbox to ensure all incoming cases are assigned, prioritized, and answered promptly.
- **Full-Spectrum Technical Resolution:** Manage the full lifecycle of support tickets—from Tier 1 basics to Tier 3 deep-dives—applying creative problem-solving to solve complex technical challenges.
- **Systemic Troubleshooting:** Investigate customer complaints where information is sparse, performing the research necessary to resolve emerging problems with high efficiency.
- **Product Advocacy & Quality Assurance:** Translate user pain points into actionable product enhancements by logging bugs and testing new releases to ensure they meet high standards for usability.
- **Technical Resource Development:** Elevate our collective intelligence by creating and updating high-quality documentation that empowers both our users and internal colleagues.
- **Continuous Product Mastery:** Maintain specialist-level expertise across the entire Inflectra suite, staying current with every new feature and fix to provide architectural guidance.
- **Strategic VIP Consultation:** Based on performance, move beyond the help desk to engage directly with high-value customers via video consultations to provide high-level strategic support.

## Required Skills & Experience

- **Professional Experience:** At least 2 years of experience in senior technical support, desktop support, or a comparable Tier 2/3 role.
- **Operating System Mastery:** proficiency in Windows, Linux, and Mac OS environments.
- **Remote Ecosystems:** Proven experience working within remote teams and using remote desktop applications and help desk software.

- **Client-Facing Professionalism:** Ability to maintain a polished and professional presence during tickets and video calls with customers.
- **Technical Synthesis:** Proven ability to distill complex technical issues into clear, high-level summaries for non-technical or executive audiences.
- **Proactive Problem Management:** Experience not just reacting to tickets, but identifying recurring technical patterns to suggest permanent product fixes.
- **Strategic Thinking:** The capacity to look beyond a single bug to understand a customer's broader workflow and architectural needs.
- **Domain Expertise:** Familiarity with the software testing, development, and application lifecycle management (ALM) industry is preferred.
- **SDLC/QA Background:** Experience with testing software is a significant plus, as it informs your ability to troubleshoot our specific toolset.
- **Educational Foundation:** A degree-level education is preferred, particularly in technical subjects like Computer Science or Information Technology.

## Qualities We Look For

- **Self-Directed Leadership:** Highly self-motivated and capable of directing your own workflow while managing the U.S. support queue.
- **Communication Excellence:** Exceptional written and verbal English skills, with the ability to explain complex application features to customers and internal stakeholders.
- **Analytical Detective Work:** Strong analytical skills and the "keen attention to detail" required to investigate bugs where sparse information is provided.
- **Rapid Learning & Retention:** The ability to quickly absorb and retain expert-level knowledge of the Inflectra suite and our internal platforms.
- **Precision in Documentation:** Strong prioritization and organization skills, coupled with a commitment to creating high-quality documentation.
- **Collaboration and Teamwork:** Strong interpersonal skills, focused on rapport-building, and teamwork. You enjoy working in a tight-knit and flexible environment

## Compensation and benefits

- **Salary:** Total targeted salary of \$60,000 USD to \$85,000 USD, commensurate with experience.
- **Bonus:** Annual bonus program based on company profitability.
- **Retirement:** 401(k) with company matching.
- **Health & Wellness:** Comprehensive group medical (PPO), dental, and vision insurance with coverage extending to all dependents.
- **Time Off:** 4 weeks of Paid Time Off (PTO) plus 12 national holidays.