Production Support, Lead Engineer

THE ROLE

The Production Support, Lead Engineer is responsible for ensuring stability of production applications and services. In this role you will: Provide Tier 2 support for triaging, troubleshooting and resolving production application issues. Coordinate with support and project teams across the organization, and perform problem research and resolution. Communicate with stakeholders and management the overall status and health of the application. Look for areas of improvement in monitoring, application stability, and speed of determining root cause. Provide monitoring of the application during new releases or independent changes, and track application changes to the production environment.

Our core technologies include Java, XSL, EJB, JBoss, WildFly, Oracle, PostgreSQL, Ant, Solaris, Linux.

REQUIRED EXPERIENCE & ATTRIBUTES

- 3+ years of relevant experience in a production application support environment
- 5+ years of experience developing multi-tier enterprise architecture using Java 2, JDBC, etc.
- Experience in handling production support roles (technical) and hands-on experience troubleshooting and resolving issues in web application environment.
- Able to triage support tickets and assess customer impact; Able to provide solutions and exhibit a sense of urgency for high severity incidents.
- Hands-on experience in Incident and problem management
- Experience developing web based applications and services
- Moderate HTML/CSS/JavaScript/XSLT skills; familiarity with Chef/Docker

DESIRED EXPERIENCE & ATTRIBUTES

- BS/BA, ideally in computer science or a related field.
- Software consulting background
- Familiarity with finance & accounting systems.
- Prior experience in a customer-facing role

ABOUT DIRECT COMMERCE

Direct Commerce is an exciting global Software-as-a-Service business that develops and hosts Procure-to-Pay automation solutions for Fortune 500 companies, like The Home Depot, Eli Lilly, Merck and others. Our products include electronic invoicing, remittance and payment, imaging, discount management, dispute resolution and workflow over a secured web-hosted Supplier Portal.

We are located in the beautiful Jackson Square neighborhood, in San Francisco, close to public transportation, North Beach and Chinatown. Our company is a profitable, stable, and quickly

growing with many challenging new projects. Everyone on our team knows each other well and we work hard and fun at the same time. We are looking for highly-motivated individuals that care immensely about the customer.

PERKS

- The opportunity to directly increase revenue growth and work with the client
- Competitive salary and stock options
- Comprehensive medical benefits and 401k savings plan
- Commuter benefits
- Generous paid time off including all major holidays and flexible work hours
- Catered lunches and unlimited snacks

HOW TO APPLY

Qualified candidates are invited to submit a cover letter and resume to jobs@directcommerce.com.