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Product Support Engineer

Requisition ID 11208

Location Burbank, CA

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Description Product Support Engineer

Build a Career with Yahoo! – Make a Difference with Yahoo!

Yahoo! Search Marketing, a division of Yahoo! Inc., delivers tens of billions of ads each day, collecting multi-terabytes of actionable insights for advertisers. The Search and Advertising Technology Group works on building grid computing capabilities at an almost unimaginable scale. Our advanced technology group works with Yahoo!'s ad systems engineering to develop software for cutting edge ad products that fuel the growth of Yahoo!'s enormous advertising business. We must design and build components that provide data access, job scheduling, parallel computation and analytics.

How Big Can you Think? - Big enough to give half a billion users an even better search experience?

Position: Product Support Engineer

Department: Technical Operations

Location: Burbank, CA

Job Description:

As part of the Technical Operations team, the Product Support Engineer is responsible for supporting all internal business groups within Y! Search Marketing on all internally-developed application platforms. The customers supported include Sales, Partner Team, Customer and Content Solutions, and International markets.

Responsibilities:

* Responding to technical issues escalated from business units across a variety of complex Yahoo! and third party technologies, tools, products and services globally and can typically involve very deep application issues that require in-depth research

* Providing outstanding technical support for all Yahoo! Search Marketing products including:

- o Sponsor Search o Local Match
- o Content Match o Domain Match
- o Conversion Tracking and Optimization products
- o Advertiser Web Services (AWS)
- o Other products implemented and supported by Yahoo! Search Marketing

Responding to and fixing technical issues is non-exempt



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- * Researching, resolving, and communicating resolutions to internal and external users of products via phone, email and/or problem management system (Remedy)
- * Working closely with Customer Service department, Direct Sales department, Editorial department, and other advertiser-facing groups to resolve advertiser-facing technical issues
- * Working closely with Technical Operations, Product/Project Managers, and Development/QA resources to assist in development and launch of fixes into product launches
- * Help in development of other team members by sharing technical skills/best practices, product knowledge, and application development knowledge
- * Ability to handle multiple assignments with conflicting priorities; ability to help others to navigate through priorities to achieve team objectives

If you are a manager of at least 2 other employees, can hire and fire, and spend more than 50% of your time on such management duties, you will be exempt, but I doubt this position meets these requirements

Code words for "You will work a lot of overtime, but we won't pay you for it." Given that this position is fairly clearly non-exempt, they just rely on the fact that most tech employees do not assert their rights.

Note: This is a new position. Hours and Days of support may change as the team develops. A successful candidate must be willing to work a variety of days and hours.

Qualifications for Success:

- * Bachelors degree with emphasis on Computer Science, Computer and Electrical Engineering majors
- * Minimum 2-3 years experience in a customer-facing technical help desk/ product support environment, preferably in a telephone sales or service center
- * Knowledge and work experience in Java, C/C++ or Perl
- * SQL and/or PI/SQL development experience
- * Working knowledge of SOAP/XML
- * Working knowledge of Linux operating system
- * Advanced written and verbal communication skills, including the ability to effectively communicate technical issues to both technical and non-technical customers
- * Demonstrated success in effectively communicating in a relationship-based service environment, at a variety of levels within customer organizations
- * Advanced experience summarizing and consolidating complex information provided from various sources and ability to tie it to business objectives
- * Strong knowledge of the Internet, search engines, and allied technologies
- * Demonstrated ability to take initiative in problem identification, analysis and resolution, ability to work with team members effectively in a multi-faceted team with minimal supervision

Ideal Qualifications:

- * Masters degree with emphasis on Computer Science, Computer and Electrical and Engineering majors
- * 1+ years of experience in systems administration (preferably Linux) or network administration
- * Knowledge of application server management with Apache, Tomcat, WebLogic and/or JBoss
- * 1+ years of experience with Perl, CGI (or other scripting/programming languages)
- * Prior experience with supporting search engine technologies and/or Yahoo! Search Marketing products, services, and systems

About Yahoo!

Yahoo! Inc. is a leading global Internet brand with over 500 Million unique visitors and nearly 4 Billion U.S. visits per month, making it one of the most trafficked Internet destinations worldwide. Yahoo! seeks to provide online products and services essential to users' lives, and offers a full range of tools and marketing solutions for businesses to connect with Internet users around the world.

We're focused on taking Internet technologies to the next level. To do that, we need to hire people who are as excited about the challenge as we are. If you've wrestled with really large software problems, have a record of deployed commercial successes, work well in teams and are intrigued by the idea of working in a domain where we will need to invent the next generation of tools and techniques in the field, we want to meet you.

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