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Application Support Engineer

at TubeMogul, Inc. ([View all jobs](#))

Emeryville, CA

We are searching for a Application Support Engineer to join our Engineering team and support the Advertising Operations organization.

The ideal candidate will have a background in digital advertising, web development and computer programming, be a creative problem-solver who excels in a team environment. You will work with multiple teams to troubleshoot technical issues and perform granular data analysis. The role will require excellent organizational skills and the ability to work smoothly under pressure, while managing multiple support tickets.

Responsibilities:

- Lead client facing troubleshooting for the TubeMogul demand side platform (DSP)
- Work with an elite group of application engineers, internal teams, and clients to troubleshoot technical issues
- Surface, investigate, follow-up, and drive reported issues to resolution
- Act as a Liaison between Ad Operations and Engineering
- Identify quality improvement and feature enhancement opportunities
- Contribute to end-user self-help knowledge base by creating FAQ articles
- Create and maintain internal troubleshooting documents for commonly reported issues
- Debug reporting discrepancies between external ad servers and internal systems

Required Skills and Expertise:

- 0-2+ yrs experience preferred in Application Support /Technical Support/Product Support
- Excellent troubleshooting, debugging, documentation, and communication skills
- knowledge of databases: SQL or MySQL
- Knowledge of web development languages: JavaScript, HTML, XML
- Knowledge of scripting languages: Python or JAVA
- Experience with web debugging tools: Chrome Developer Tools, Charles, or Fiddler
- Comfortable with MAC and Linux/Unix operating systems
- Ability to work under pressure and meet strict deadlines
- Good people skills and teamwork abilities
- BS in CS/CMPE from a leading university

Bonus Points:

- JavaScript/Web/Flash (ActionScript 2/3) debugging
- Prior experience with ticketing systems such as JIRA, ZenDesk, or Salesforce
- foosball, video game, and beer enthusiast

Compensation and Benefits:

You'll appreciate a competitive compensation package including an equity component and excellent benefits. You'll love a challenging work environment, exceptional colleagues, strong business momentum, clear objectives and the ability to make a difference. Benefits include: medical, dental, vision, 401K matching, company events and an extraordinary culture.

About TubeMogul:

TubeMogul is the global leader in software used by brands and agencies to plan, buy and measure their brand advertising. By reducing complexity, improving transparency and leveraging real-time data, our platform enables marketers to gain greater control of their video advertising spend.

TubeMogul is founder-led and we strive to hire people who have a high "Do:Say" ratio - these are the people that excel at TubeMogul. We were recently ranked as the #5 Best Place to Work in the Small/Mid-Sized category by Glassdoor and our core value of 'Getting Stuff Done' defines our hard-charging culture where accountability is valued above all else.

TubeMogul was founded in 2007 and is a public company listed on the NASDAQ Stock Exchange under the symbol "TUBE". We are based in Emeryville, California with offices in New York, London, Singapore, Tokyo, Sydney, Toronto and across the United States.

How to Apply:

Please submit a cover letter with your resume explaining why you are an ideal candidate for this role. Please use the link provided to apply. This opportunity is full-time only. No contractors, consultancies or recruiters will be considered.