



Who we are

At 3CLogic, we are big believers that our people are the most important asset we have and that winning is a team sport.

3CLogic is a fast growing, venture-backed, SaaS “startup” with our headquarters in Rockville, Maryland. Some of our roles are local to the main office and others are remote, but we have talented individuals working from everywhere as we continue to build our safety-first hybrid remote and in-person culture, and we care more about what you might bring to our team and where you want to go in your career than where you are located.

We realize you've very likely read tons of job descriptions that look a whole lot like this one. But what we can't put in words is why we would love to hear from you. You've heard the term "living in the gray area," right? Well, a great fit for 3CLogic is someone who wants to live in technicolor. There's never a gray moment here! We are all entrepreneurs at heart, who believe that when you bring your full self to work, the possibilities are infinite.

If your interest is piqued, let's chat! We'd love to show you, rather than tell you, what makes us special, and find a place in our organization where you can thrive.

What we do

Ever call a company or organization for help and wait on hold forever only to get to a person who can't help you? Well, we are the ones that fix that!

3CLogic is a global provider of voice AI, Contact Center, and SMS solutions to enterprise and Global 2000 organizations worldwide – think 7-Eleven, Swiss Railways, Regeneron, Northeastern University, Hyatt Hotels, or LabCorp. Organizations leverage our technology and services every day to increase the quality of service to their customers/employees, improve the performance of the agents serving them, lower their operational costs, and optimize how easy it is to analyze and manage it all. We make calling for help a positive experience and efficient channel for everyone!

A strategic ServiceNow and SAP partner, 3CLogic is paving the way for organizations to digitally transform customer and employee experiences, deliver conversational voice self-service offerings, enable remote work at scale, and leverage AI to drive better business outcomes.

We are growing quickly and are looking for energetic candidates seeking to join a fast-paced company and market! Is that you? If so, please send a copy of your resume and cover letter.

General Job Details:

Position Name: Technical Analyst

Experience: 2 to 6 yrs

Job Type: Permanent

Location: Sector-142, Noida, India

Number of hires for this role: 01

To Apply: Please send your resume and cover letter to hr.noida@3clogic.com

Position Summary:



As a Technical Analyst at 3CLogic, you will play a critical role in delivering quality and effective technical assistance to our clients utilizing 3CLogic's proprietary contact center solutions and tools. Your primary responsibility will be to provide technical support, troubleshooting, and issue resolution for complex inquiries and incidents reported by clients. You will work closely with the 3CLogic Global Service desk team, internal departments, and third-party vendors to ensure timely and effective resolution of technical issues, contributing to the overall satisfaction and success of our clients.

Key Responsibilities:

- Technical Support: Provide advanced technical assistance and troubleshooting for complex issues related to contact center solutions using analytical and fast thinking, including but not limited to telephony systems, IVR configurations, call routing, CRM integrations, and reporting tools.
- Incident Management: Receive, prioritize, troubleshoot, and resolve escalated incidents and service requests reported by clients within agreed SLA targets. Ensure proper documentation, tracking, and resolution of incidents using ticketing systems.
- Root Cause Analysis: Conduct thorough investigation and root cause analysis for recurring or critical incidents to identify underlying issues and implement permanent fixes or workarounds to prevent future occurrences.
- Customer Communication: Maintain clear and proactive communication with clients regarding incident status, resolution steps, and follow-up actions. Provide regular updates and ensure customer satisfaction throughout the resolution process.
- Collaboration: Collaborate closely with global service desk team members, internal departments (e.g., product development, engineering, quality assurance), and third-party vendors to escalate and resolve complex technical issues promptly.
- Knowledge Management: Contribute to the development and maintenance of knowledge base articles, technical documentation, and troubleshooting guides to empower both clients and internal teams with self-service resources.
- Continuous Improvement: Identify opportunities for process improvements, automation, and efficiency enhancements within the service desk operations. Proactively suggest and implement solutions to streamline support workflows and enhance service quality.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, Electronics and Communication Engineering, or a related field is a must.
- 2-6 years of experience in a technical support role within the IT industry, preferably in a contact center or customer service environment.
- Experience providing technical support, fast and effective troubleshooting complex technical issues, and resolving escalated incidents.
- Proficiency in handling ITSM systems, CRM systems (such as ServiceNow or JIRA).
- Proficiency in Databases Like MySQL and Postgres.
- Proficiency in Analysis of application logs, understanding Error states, and coming up with resolutions.
- Strong analytical and problem-solving skills, with the ability to diagnose and resolve technical issues efficiently.



- Excellent communication skills, both verbal and written (interaction with Global customers), with the ability to communicate technical concepts effectively to both technical and non-technical stakeholders.
- Experience in customer relationship management, including managing client expectations, providing regular updates, and ensuring customer satisfaction.
- Experience in root cause analysis and continuous improvement initiatives to enhance service quality and efficiency.
- Open to work in a fast-paced environment with potential for rotating shifts.
- Preferred Qualifications: Proficiency in handling telephony systems, IVR platforms, ACD configurations, CR integration, and related technologies commonly used in contact centers will be an added advantage.

Benefits:

- Flexible Working Hours
- Hybrid Working Style
- Personal Accidental Insurance
- Health Insurance.
- 5-day work week

3CLogic, Inc. is an Equal Opportunity/Affirmative Action Employer committed to excellence through diversity. Employment offers are made on the basis of qualifications and without regard to race, sex, religion, national or ethnic origin, disability, age, veteran status, or sexual orientation.