3CLogic

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 Lead
Experience: 5 to 7 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 Lead, the right candidate should have a deep understanding of software development and technical problem-solving. A proven ability to identify solutions to complex issues and develop well-structured solutions using modern best practices. The leadership style is based on collaboration and communication and he/she should strive to ensure that each team member is empowered to do their best work.

Key Responsibilities:

- Assist the architect in designing solutions by conducting required POCs.
- Implement the designs and build the foundation code for the developers to work on.
- Technically guide the team of developers, review their code and ensure the development of a good quality product.
- Establish best coding practices and ensure their implementation
- Breaking down Epics into Stories and Tasks and helping in their right distribution for effective utilization of resources.

Qualifications:

- B. Tech/M. Tech/MCA in Computer Science from a reputed institute
- 5-7 years of experience in Software/Application development/enhancement and handling high-priority customer escalations.
- Rich experience in Node.Js, JavaScript, Angular, AWS (S3, Lambda, EC2, Dynamo, Cloudfront, ALB).
- Good Experience in Redis, DynamoDB, SQL Databases
- Good Experience with Microservices, Docker, Kafka
- Strong analytical, communication and interpersonal skills.
- Strong debugging skills and ability to think outside the box.
- Able to work with tools like SVN, GIT, and JIRA.
- Quick learner and proactive.
- Ready to learn new technologies and provide innovative solutions to complex problems.
- Good to Have: Kubernetes, Elastic-search, Node-Red & work experience in the telephony domain.

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.