

Support Engineer

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Company: Manatal Co LTD

Location: Bangkok

Category: computer-and-mathematical

is an HRTech software service (B2B SaaS) company headquartered in Bangkok, Thailand. Manatal is one of the fastest-growing start-ups in the region and is backed by Surge and Sequoia Capital. Manatal has a global presence and is trusted by thousands of businesses in over 135 countries and is recognized by [Forbes](#) as Best Recruiting Software of 2024.

Our goal is to transform the entire hiring process by making it simple, efficient, and enjoyable for recruiters, hiring managers, and candidates alike.

Our mission is to offer the best-in-class AI-powered technologies to empower small, medium, and large businesses in their staffing & recruitment transformation.

Role Overview

Customers are at the center of Manatal and so are you as our Support Engineer. You are the bridge between our Customer Success (CS) and Product/Engineering team to enhance the customer experience throughout their whole Manatal journey. For this, you will partner with our CS team and clients in over 130 countries to resolve their troubles & propose new ways to better leverage Manatal for their needs.

Responsibilities

- Partner with our Customer Success team over complex technical challenges to provide the best support to our clients

Assist clients with their onboarding to Manatal by preparing data migration projects (analyzing the data and proposing the best way to import the data into Manatal)

Support the Customer Success team by joining client calls to provide clients with recommendations on how to best leverage Manatal for their needs (e.g. API integrations, etc.)

Liaise with the internal team to improve the customer experience (design, functionality, process) based on customer feedback

Liaise with the Product team for vetting incoming product requests by clients to ensure we continuously enhance Manatal based on deep customer understanding

Requirements

Fluency in English (written and verbal)

Experience working in a product or support role with a technical foundation

Strong exposure to customers and managed independently customer calls for resolving complex technical issues or product questions

Empathy for customers to understand their problems and translate them into engineering and product requests

The ability to learn quickly and grow product knowledge steadily to best advise clients to leverage Manatal to the fullest

Hands-on experience with debugging complex technical issues

Experience with APIs (understanding how APIs work, understanding how to leverage API integrations for enhancing the customer's workflows)

Experience with Databases (Postgres, MySQL, Microsoft SQL Server) for analyzing large datasets

Experience working with Jira and Jira Service Desk for internal team communication

Nice to have

Experience with Postman for debugging API-related issues

Experience working with Intercom and Hubspot for client communication

Experience with Mailgun & Sendgrid for troubleshooting emailing issues

Working with Manatal

This role is based at our Bangkok office in the heart of the city center

As a team of diverse cultures and nationalities, English language proficiency is required

We enjoy collaborating in person and the team is working on-site

Why you'll enjoy working with Manatal

Well-funded start-up backed by Surge & Sequoia

Be part of one of the fastest-growing B2B SaaS start-ups in the region

You will be collaborating with talented individuals in the industry

Join a lively and highly international team

Indulge in a challenging and innovative working culture

Attractive medical healthcare plan

Personal development allowance

2 weeks of work from anywhere per year

Regular fun team-building activities

Company trip

Apply on our Careers Page

If you are a fit for this role and excited to join Manatal, please follow this link to apply

Watch our Demo

Manatal Hiring

At Manatal, we are dedicated to building an intuitive AI-powered application tracking system to streamline and transform the entire hiring and recruitment process.

We are devoted to attracting the best talent worldwide to join our team and take pride in being an equal-opportunity workplace. We are committed to equal employment opportunities regardless of religion, race, ethnicity, ancestry, national origin, gender, gender identity, sex, sexual orientation, marital or parental status, disability, age, citizenship or other class protected by applicable law.

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