QA & Technical Customer Support Manager

- Level: Mid
- Open to applicants based around the world
- Full time

About EyeQ

EyeQ is a dynamic, small, and growing profitable technology company based in Calgary, AB Canada. A leader in remote-first, our diverse team of 20 is located around the world. We're recognized as a world leader in the digital imaging industry where we license our automatic photo correction technology to businesses around the world. We license enterprise-level software / SDK packages that bring cost savings, time efficiencies, and increased revenue streams to our customers.

Responsibilities

- Own the B2B Licencing product quality, including:
    - SDK - libraries for Win, Mac, linux, iOS, Android, WebAssembly
    - CLI - command line applications for Win, Mac, linux
    - WebAPI & Docker Container solutions - in cloud or on-prem HTTP API for image processing
- Improve overall customer experience:
    - Communicate with our customers to answer technical questions, assist with onboarding new customers, and diagnosing technical issues
    - Ensure timely technical support is provided and timely resolution to open cases. You're the liaise between the customer and engineering. Customer satisfaction is the highest priority
    - Manage public Beta testing as necessary, gather feedback and ensure Engineering is aware of the community's impression of the products
- From the technical side:
    - Approve SDK's for launch to public, performing feature and regression tests on each new release
    - Write and execute test cases for all licensing products
    - Evaluate automated unit test processes to minimize manual test time
    - Build FAQ's and other support tools as necessary

Requirements

- Technical capabilities:

  - Able to build C/C++ applications from source code with pre-existing Makefiles or similar scripts.
  - Able to write scripts (bash, BATCH, powershell, python, etc) to automate repetitive tasks, including for product testing and build / packaging
  - Comfortable using CLI and terminal applications on Win, Mac, and linux computers. Basic systems administration capabilities on these platforms.
  - User-side knowledge of Docker - setting up and running containers
  - Virtualization: comfortable with VirtualBox, Vagrant and other virtualization platforms
  - Familiar with XCode and Android Studio - at least able to open and build existing applications
- Well organized: able to handle many open customer issues on multiple products
- Analytically minded: able to quickly identify similar issues when reported by different customers, perhaps on different products
- Highly effective: able to work on many cases and many underlying issues at once, prioritizing those with the highest customer impact and ensuring 100% customer satisfaction
- Excellent Communicator: able to talk to customers to quickly identify the root cause of troubles. Then, be able to communicate this effectively with the engineering team. Communication involves email, phone, and chat.
- Digital Photographic editing experience: Photoshop, Lightroom, plug-ins for both, Android and iOS photo app background is a plus
- Familiar with 'Agile' development processes, continual improvement practices, familiar and adaptive to multiple issue and support tracking systems

To apply to EyeQ, please send your resume to careers@eyeq.photos