

Technical Support Engineer

at Lattice ([View all jobs](#))

New York, New York, United States

About the Role

Lattice is on a mission to build cultures where employees and their companies thrive. In an age where employees have more choice than ever before, businesses that put employees first are winning – and Lattice is building the tools to empower those people centric companies. Lattice is a people management platform that offers performance reviews, employee engagement surveys, real-time feedback, weekly check-ins, goal setting, and career planning in a way that allows companies to focus on employee development, growth, and engagement – yielding stronger employee retention, performance, and impact to the bottom line. Since launching in 2016 we have grown to over 2,750+ customers globally, including brands like Slack, Pinterest, Reddit, and Asana.

Check out what our CX team is up to [here](#)!

Responsibilities

- Keep in close contact with front line feedback by helping customers troubleshoot technical support topics including HRIS and SCIM integrations, SAML SSO, API, SFTP through live chat, email or phone.
- Bug triage and management of tickets to investigate root cause, scope and severity of issues.
- Be a part of our Customer Care incident response team and work with engineering on resolution communication to internal teams.
- Continue to make our processes better through data driven decision making to support needs of our team including updating internal tooling, documentation and in scope engineering tasks.

Qualifications

- Technical and/ or engineering background- experience reading and writing code
- Friendly, empathetic, communication style and are excited to work with our customers and internal teams. You are passionate about making our customers personally and professionally successful.
- Strong product support, database administration, SQL, and log integration background
- Some basic automation knowledge and comfortable scripting is desirable
- You have an aptitude for learning new products and technologies
- Outstanding communication and project management skills.
- Strength in multi-tasking, prioritization, attention to detail, and organization

Why Lattice?

- We invest in the personal and professional growth of every employee because we believe growth leads to both business impact and personal fulfillment
- The opportunity to join an experienced and ambitious team that is passionate about solving customers' needs and loves coming to work every day
- Partner with 2,750+ companies around the world to make sure their employees are engaged and performing at a high level

- A culture that encourages and promotes professional growth and development, with continuous learning reimbursements
- Competitive salary, equity, and benefits
- Flexible vacation/time-off policy

About Lattice

Lattice is on a mission to build cultures where employees and their companies thrive. In an age where innovation is happening all around us, there's commonality – people are driving these changes. We offer a solution that helps companies put employees first. Lattice is a people management tool that offers performance reviews, employee engagement surveys, real-time feedback, weekly check-ins, and goal setting in a way that allows companies to focus on employee development, growth, and engagement. Since launching in 2016 we have grown to over 2750+ customers globally, including brands like Slack, Reddit, Glossier, and Asana.

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Lattice is committed to equal treatment and opportunity in all aspects of recruitment, selection, and employment without regard to gender, race, religion, national origin, ethnicity, disability, gender identity/expression, sexual orientation, veteran or military status, or any other category protected under the law. Lattice is an equal opportunity employer; committed to a community of inclusion, and an environment free from discrimination, harassment, and retaliation.

By clicking the "Submit Application" button below, you consent to Lattice processing your personal information for the purpose of assessing your candidacy for this position in accordance with [Lattice's Job Applicant Privacy Policy](#).

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