



Support and QA Analyst

BroadPeak is a rapidly growing enterprise software company. Our software, [K3](#), empowers analysts to easily manage how data flows between systems without having to rely on software developers. We are currently looking for a support analyst to respond to customer inquiries, troubleshoot software bugs, help on implementations and act as internal glue to help us scale smartly.

Do you have a passion for figuring out how things work? Do you pursue answers relentlessly? Do you like to learn learn learn? This role will have you:

- Be the front line with customer support
- Manage software quality assurance with internal teams
- Maintain internal knowledgebase of 'troubleshooting tips'
- Automate software deployment, configuration, and monitoring processes
- Help manage our internal AWS infrastructure

The role is as much about communication and thoughtfulness as it involves technology. It must be executed with a high degree of empathy for the **people** that will use our software.

ABOUT YOU:

- You ABSOLUTELY MUST enjoy discovering the details of complex systems and understanding how they work
- Must be able to get your hands dirty sorting through data in Excel
- Must be both Linux and Windows savvy and comfortable with the command line
- Early morning work excites you
- You must SQL query comfortably around a DB. "select * from..." is the start of a wonderful investigative journey.
- Experience with AWS infrastructure, large Enterprise Systems, and Financial Services is a plus
- You must work in our NYC office

ABOUT US:

We are open to brilliant in whatever form that takes.

We have a "no policy" holiday and hours policy. Just get your work done.

You will work on cutting-edge technology, experiment on new things, and learn along the way.

Flatiron area office. Easy to get to. This job is based in NYC.