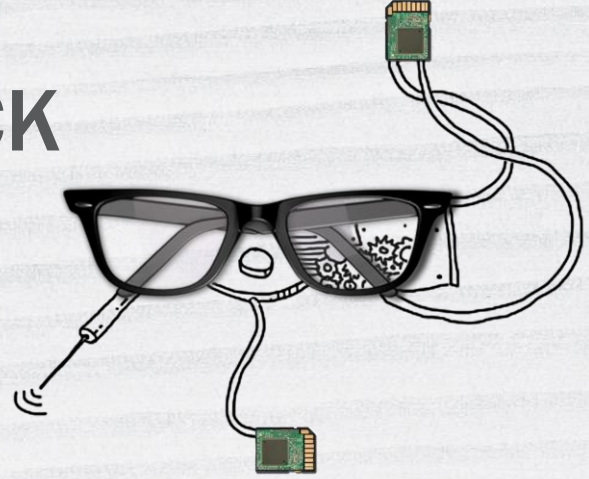


GOOGLE DOUBLECLICK ANALYST

Troubleshooting in Web Technologies (HTML5, Javascript) as well as Ad Serving issues on the Google DoubleClick for Publishers platform. These professionals work with engineers, Technical Account Managers, internal and external support teams to ensure that publishers receive a response in a timely manner. The support analyst will also document, work with internal platforms and brainstorm with the team in order to find accurate solutions to issues while ensuring that the knowledge base keeps growing.



RESPONSIBILITIES

- Troubleshoot and resolve complex Ad Serving issues.
- Provide guidance and consultative technical expertise to front line General Support and Service Relationship Managers (SRMs).
- Provide two-way communication and collaboration on monthly product release cycles and customer-centric product development.
- Serve as point of contact for projects led by our escalation management team to improve client experience and internal operational effectiveness (user acceptance testing, prioritization process liaison, emergency paging process, new feature release launches).
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REQUIREMENTS

- Able to work independently and efficiently to meet defined SLA
- Responsible for meeting productivity matrices and quality standards as per defined quality norms | Attendance | Training & Self Development | Team Player
- To consistently meet or exceed all agreed Productivity parameters as defined for the process. Attendance/Login Hours/Unscheduled Leave
- Improving skill level through Self-development / nominating training programs Skill Reverification Tests
- Meeting Quality Scores and bringing Innovation & Process Improvement
- The individual should be able to work effectively in a team whilst enthusing others to do the same for achievement of common goals of the team
- German and English C1

If you are interesting in working for us, please contact us on natalia.zbijowska@soitron.com