

**Automated Mortgage Systems, Inc.**

## **Technical Support Analyst – SaaS Platform**

**Hybrid Position in Las Colinas, Irving, Texas Offices – 3 Days/wk; 3 Weeks/mo. (7 am to 2:30 pm)**

### **About the Role**

We are seeking a Technical Support Analyst to support the reliability, performance, and day-to-day operations of our SaaS platform. This role is ideal for someone with a strong programming foundation who enjoys diagnosing technical issues, collaborating with engineering teams, and keeping production systems running smoothly.

You will work closely with internal engineering teams and offshore programming resources to investigate incidents, review and debug code, and help maintain system uptime and performance. This is not a call-center role—it is a technical, escalation-focused position embedded in the technology lifecycle.

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### **Key Responsibilities**

#### **Platform Support & Incident Management**

- Monitor system health, availability, and performance
- Respond to production issues and participate in an on-call rotation
- Triage, diagnose, and resolve technical incidents or escalate appropriately
- Support root cause analysis (RCA) and post-incident reviews

#### **Technical Troubleshooting & Code Review**

- Review application logs, system metrics, and error traces
- Debug code to identify defects, performance issues, or integration failures
- Work with engineering teams to validate fixes and deployments
- Assist with regression testing and verification in lower environments

#### **Collaboration & Global Support**

- Collaborate with offshore development teams during incident response and defect resolution
- Communicate clearly across time zones and technical disciplines

- Provide detailed, actionable issue documentation for engineering follow-up

### **Systems & Infrastructure Support**

- Support cloud-based infrastructure with a focus on uptime and resilience
  - Assist in maintaining operational runbooks, monitoring standards, and alerting thresholds
  - Contribute to continuous improvement of support processes and tooling
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### **Required Qualifications**

- Experience in technical support, application support, systems support, or junior engineering roles
  - Strong programming background with the ability to read, understand, and debug code
  - Practical experience supporting production systems or applications
  - Understanding of:
    - System availability and uptime concepts
    - Application performance and error handling
    - Incident response and escalation workflows
  - Willingness and ability to participate in an on-call rotation
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### **Education**

- Community college degree preferred (Computer Science, Information Technology, or related field)
  - University degree not required
  - Equivalent hands-on experience, bootcamps, or self-taught backgrounds are welcome
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### **Preferred Qualifications**

- Experience with AWS or cloud-based infrastructure, including services such as:

- EC2, S3, RDS, Lambda, CloudWatch, or similar
  - Familiarity with:
    - Linux/Unix environments
    - Application logs and monitoring tools
    - CI/CD pipelines and deployment workflows
  - Exposure to SaaS platforms, APIs, or distributed systems
  - Experience working with globally distributed or offshore engineering teams
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### **Skills & Competencies**

- Strong analytical and troubleshooting skills
  - Calm, methodical approach during incidents or outages
  - Clear technical communication, both written and verbal
  - Ability to prioritize issues based on severity and business impact
  - Ownership mindset—sees issues through to resolution
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