



Dream of working with the World's Best Multinational Workplace? SAS has earned the top 2 spots for the past 5 years from the World's Best Multinational Workplaces list, based on inspiring work, open communication, generous benefits and work-life balance.

Who we are?

Headquartered in North Carolina, since 1976, SAS is the leader in business analytics software and services, and the largest independent vendor in the business intelligence market

Position: Associate Technical Support Engineer- Many positions

The role provides support for enterprise-class SAS business software applications and/or solutions by applying specialized domain knowledge of software usage, features, functions, and interactions among applications and/or solution components. Routinely leverages that knowledge to resolve SAS customer issues and influence software direction.

Responsibilities:

You will learn to

- Troubleshoot and provide technical support to customers, providing information on documented problems, and resolving customer issues in primary support areas
- Engage in the customer lifecycle including pre-sales activities, proof-of-concept, architecture and system design, implementation, hand-off, production support, and maintenance
- Collaborate with team members to install and configure solutions for software release. Performs limited usage validation of new software release packages
- Suggest the appropriate SAS procedure, language feature, product and/or solution, or the supporting systems software or infrastructure feature for the particular type of functionality that is requested

Requirements:

- Bachelor's degree in Computer Science, Engineering or related quantitative field
- The role requires a professional who has the ability to solve technical problem and provide customers support. Therefore it is essential to have strong analytical and a passion in troubleshooting
- Good command of English and excellent customer service skills

Please contact Thavira.sayupatham@sas.com visit www.sas.com
Exchange Tower, BTS Asoke station, MRT Sukhumvit station