

## Software Product Engineer

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Company: Folio3 Software

Location: Pakistan

Category: architecture-and-engineering

Folio3 is looking for a talented product engineer to facilitate the design and manufacturing of our next line of exciting products. As a product engineer, you will be working closely with the team to create industry-relevant products that meet company specifications.

### Responsibilities:

Recognize and analyze problems of high complexity, and communicate findings to customers and product development.

Conduct root cause analysis and correlation of other system and/or application problems.

Collaborate on continuous improvement of technical and client interaction skills.

Serve as the primary interface between Customer Success, Engineering, and Product Management for ongoing issues and longer-term solutions.

Troubleshoot technical issues to establish the root cause of problems and form a solution or workaround.

Reproduce system issues and if necessary file bug reports, escalate cases to engineering, and provide the necessary documentation.

Flexible to work night shifts from PM to 7 AM.

### Requirements:

Strong knowledge of JavaScript.

Experience with SOAP and WebServices is a plus.

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