

Job Title: API Support Eng Job Location: Noida/Bengaluru Job Type: Full-time Shift Timing: 09:30 Am to 06:30Pm

Key Responsibilities:

Technical Support:

- Resolve API-related issues, errors, and bugs reported by customers, developers, or internal teams.
- Troubleshoot API integration issues, authentication problems, and data inconsistencies.
- Provide timely and accurate solutions, workarounds, or patches.

API Knowledge and Expertise:

- Develop and maintain in-depth knowledge of API architecture, documentation, and specifications.
- Stay up to date with API updates, releases, and changes.
- Collaborate with API development teams to resolve complex technical issues.

Communication and Documentation:

- Communicate technical solutions and explanations to non-technical stakeholders.
- Create and maintain API documentation, FAQs, and knowledge base articles.
- Develop and deliver training sessions for internal teams and customers.

Qualifications and Experience

- Bachelor's degree in computer science, Information Technology, or related field.
- Strong programming skills in languages such as Java, Python, or C++.
- In-depth knowledge of API protocols (REST, SOAP, GraphQL, etc.).
- Experience with API documentation tools (Swagger, API Blueprint, etc.).
- Excellent problem-solving, communication, and collaboration skills.

Benefits:

- Internet reimbursement
- Competitive salary
- Friendly and collaborative work environment.
- Health and wellness benefits.
- Flexible working hours (if applicable)