Product Support Engineer I

**FICO (NYSE: FICO)** is a leading global analytics software company, helping businesses in 90+ countries make better decisions. Join our world-class team today and fulfill your career potential!

**Job Summary**

FICO is searching for a Product Support Engineer for the San Diego based support team. This position will work with healthcare organizations using FICO’s Insurance Fraud products, providing technical and product assistance to both business and technical users. Product Support engineers also work internally with development, quality assurance and other groups as needed to provide world class support to FICO’s fraud client base.

**Job Description**

**Role/Responsibilities:**

The selected candidate will be responsible for:

- Responding, tracking and updating incoming customer requests.
- Thoroughly managing customer inquiries throughout the problem lifecycle, and providing satisfactory solutions.
- Systematically researching all problems, performing diagnostic tests, and engaging additional resources during problem escalation.
- Direct verbal and written interaction with clients to obtain necessary information.
- Contributing professionally and consistently to documentation, call records and white papers to build product knowledge base.
- Availability to work primary after-hours on-call shifts.
- Planning and executing solid troubleshooting methods, as well as seeking innovative ways to further issue resolution.
- Continuously expanding product knowledge and strengthening technical skills, both individually and across a team environment.
- Maintaining and looking for ways to improve the customer experience, demonstrating a strong client-focus with professional communication at all times.

**Experience/Qualifications:**

The selected candidate must have:

- Bachelor’s degree in Computer Science, Engineering or equivalent or demonstrated skill and/or related industry experience.
- Demonstrated experience working with the latest versions of Windows Server and UNIX (AIX) and Red Hat Linux operating systems.
- Demonstrated knowledge of relational database theory including knowledge of SQL in Oracle. Knowledge and experience of MongoDB is a plus.
- Demonstrated knowledge of Web and application servers especially Websphere and HTML and Virgo servers is a plus.
- Knowledge of IBM Tivoli Directory Server and (TDS) and Microsoft Active Directory is a plus.
- Knowledge of Apache Active MQ is a plus.
- Proven on-call skills for after-hours support.
- Strong written and verbal communication skills across both technical and non-technical audiences.
- Proven customer service skills or demonstrated client communication.
- Proficiency in multi-tasking, organization skills, and follow-through on difficult troubleshooting or testing.
- Knowledge in different UNIX shells scripting is a plus.
- Demonstrated knowledge of basic database administration is a plus.
- Familiarity with the healthcare industry, specifically fraud is desired.

**Why Make a Move to FICO?**

At FICO, you can advance your career with a leading organization in one of the fastest-growing fields in technology today – Big Data analytics. We have a 50+ year history of excellence in providing analytics and decision management solutions. Here are a few examples of our impact globally:

- Credit Scoring — 150+ billion FICO Scores have been sold to date, making it the most used credit score in the world.
- Fraud Detection and Security — 2.5+ billion credit cards globally are protected by FICO fraud systems.
- Lending — 3/4 of US mortgages are approved using the FICO Score.

FICO’s proven science leverages the latest technology to drive consumer behavior insights and optimize business processes. We help many of the world’s leading banks, insurers, retailers, telecommunications providers and other firms reach a new level of success.

Our success is founded on really talented people – just like you – who enjoy innovative and high-performance environments with the opportunity to grow. Join the FICO Family and help change the way business makes decisions!

Learn more about how you can Fulfill your Potential at [www.fico.com/Careers](http://www.fico.com/Careers)

FICO is an Equal Employment Opportunity Employer that values the strength that diversity brings to the workplace.