

CORPORATE RESOURCE CELL

RU/CRC/JO/2025/047

Dated: 04th July 2025

Sapphire Software Solutions

About Company:

Sapphire Software Solutions, located in Ganesh Meridian, Ahmedabad, is a leading IT company specializing in custom software development, web and mobile app solutions. With over two decades of experience, they serve clients globally across various industries. The company offers services in technologies like .NET, Java, PHP, React, and Flutter. Sapphire emphasizes quality, innovation, and client satisfaction. Their team comprises skilled developers, designers, and IT professionals committed to delivering scalable digital solutions. Sapphire Software Solutions is hiring for Technical Support Engineer at Ahmedabad. Please find the details as mentioned below to kick-start an exciting career at Sapphire:

About Company: <https://www.sapphiresolutions.net/>

Designation: Technical Support Engineer

Location: Ahmedabad

Requirement: BTech CSE/IT, BCA, MCA, BScIT (**Batch 2023-2024 & Batch 2024-25 only**)

Salary CTC: 0 to 4 Month – 14000 & 5 to 12 Month – 17000

Gender: Male/Female candidates can apply.

Job Responsibilities:

Work with and expand current prospect database within specified business sectors to generate effective leads & exceed sales targets for the business. Provide technical support (remote & onsite) of the products used by clients. This will involve installation, training, Service, configuration, first line application support, investigating customer escalations and troubleshooting of Software. Develop and apply testing processes for new and existing products to meet client needs. Liaise with internal teams (e.g. developers and product managers) to identify system requirements. Test current products and identifying deficiencies. Identify quality assurance process bottleneck and suggest actions for improvement. Has to provide guidance to clients on function, usage, and operation of products. Track quality assurance metrics, like defect densities and open defect counts. Convey customer feedback to development team. Perform pre-sales technical support duties & assist the sales team with the preparation of proposals and customer demos. Provide timely reports back to Project Management regarding progress on specific assignments. Must be willing to travel

Requirements:

Good Communication Skills, Good Computer knowledge, Basic MS Office knowledge, Positive & “Can-Do” attitude, Good Negotiation skills, Strong problem-solving skills, ability to replicate, diagnose and resolve problems, Must willing and able to travel as per business needs, Excellent organizational & Time management skills, Should be pro-active and enthusiastic.

Interested Candidates are advised to drop their resume in pdf format in following drive latest by 7th July, 2025.

https://drive.google.com/drive/u/1/folders/1cK3UtGlmcjYyLGQFZtEsA_sxJ6s_HBW

Copy to:

1. Departmental Coordinator
2. IQAC
3. For Circulation, 4. Master File

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