Technical Analyst – API

Phone :
Web :

Job Summary

Vacancy :
Deadline : Nov 30, 2024
Published : Oct 30, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Meet Benevity

The world's coolest companies (and their employees) use Benevity's technology to take social action on the issues they care about. Through giving, volunteering, grantmaking, employee resource groups and micro-actions, we help most of the Fortune 100 brands build better cultures and use their power for good. We're also one of the first B Corporations in Canada, meaning we're as committed to purpose as we are to profits. We have people working all over the world, including Canada, Spain, Switzerland, United Kingdom, the United States and more!

Benevity is seeking an experienced, passionate, and curious API Analyst who will partner with our Product, Engineering, Sales, Professional Services and Client Success, teams focused on growing our Client Base.

You will collaborate directly with our API clients, using your technical expertise and critical thinking to troubleshoot and resolve setup and maintenance challenges. If you're tech-savvy, a self-starter, and excited to work in a passionate, purpose-driven environment, this role is made for you!

What you'll do:

• Provide high-quality technical support for our API products, working directly with customers to troubleshoot, debug, and resolve API integration issues.

• Serve as the primary point of contact for developers and customers using the company's API, ensuring a smooth and efficient customer experience.

• Collaborate with cross-functional teams, including product managers and engineering teams, to escalate and resolve more complex technical issues.

• Collaborate with our Sales and Implementation teams to land prospective clients and help identify how they should be implementing our API into their ecosystem

• Analyze and diagnose API performance and reliability issues, providing clear, actionable feedback to internal teams.

• Assist in the creation and maintenance of technical documentation, FAQs, and troubleshooting guides for both internal teams and external users.

• Assist in the creation of Proof of Concept (POC) ideas to showcase how our APIs can be used and how they can be implemented by a client.

• Provide proactive communication with customers about upcoming API changes, scheduled maintenance, and potential outages.

• Track, monitor, and document all support cases, using our support ticketing system, to ensure timely and accurate issue resolution.

• Identify patterns in support queries to help drive improvements in our API products, working closely with the product team to provide feedback.

• This role requires participation in an on-call rotation and may involve providing support outside of regular business hours.

What you'll bring:

• Technical expertise: Strong understanding of RESTful and XML-based APIs, JSON, OAuth, webhooks, and other API-related technologies. Familiarity with API testing tools (e.g., Postman) and the ability to write and read a development language (e.g., Python, JavaScript, Java). Knowledge of AWS or other cloud services is desirable.

• Problem-solving skills: Ability to analyze complex technical issues and guide customers to effective solutions.

• Customer-focused approach: Excellent communication skills with the ability to translate technical jargon into clear and simple language for non-technical users.

• Experience: 2+ years of experience in technical support or a customer-facing role involving API products. Previous experience with cloud-based platforms or SaaS environments is a plus.

• Collaboration: Experience working with cross-functional teams including product, engineering, and customer success to resolve technical issues and improve the product.

• Adaptability: Ability to thrive in a fast-paced, changing environment with an eagerness to continuously learn and grow.

• Education: Bachelor's degree in computer science, information technology, or a related field preferred, or equivalent work experience.

Discover your purpose at work

We are not employees, we are Benevity-ites. From all locations, backgrounds and walks of life, who deserve more …

Innovative work. Growth opportunities. Caring co-workers. And a chance to do work that fills us with a sense of purpose.

If the idea of working on tech that helps people do good in the world lights you up … If you want a career where you're valued for who you are and challenged to see who you can become …

It's time to join Benevity. We're so excited to meet you.

Where we work

At Benevity, we have developed a Community First approach that we design our people's experience around with goals to build a strong community and culture, achieve stellar execution of our business goals and social mandate, and ensure Benevity-ites thrive. For those who live within a reasonable commuting distance to an office, we can split our time working in the office and from home to optimize the opportunities of both, with the requirement that we spend at least 50% of the time in the office.

Join a company where DEIB isn't a buzzword

Diversity, equity, inclusion and belonging are part of Benevity's DNA. You'll see the impact of our massive investment in DEIB daily — from our well-supported employee resources groups to the exceptional diversity on our leadership and tech teams.

We know that diverse backgrounds, experiences, skills and passions are what move our business and our people forward, so we're committed to creating a culture of belonging with equal opportunities for everyone to shine.

That starts with a fair and accessible hiring process. If you want to feel seen, heard and celebrated, you belong at Benevity. Candidates with disabilities who may require accommodations throughout the hiring or assessment process are encouraged to reach out to accommodations@benevity.com.

Apply for this job

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits