



## JOB DESCRIPTION - NEO4J SUPPORT SPECIALIST

### IS THIS YOU?

You love technology and are an organized, detail-oriented, energetic person with strong background in enterprise databases and systems.

You would like to work at one of the leading database and systems support companies doing leading edge support and administration work around Neo4j on Linux / Windows and Cloud based platforms. You're self-motivated AND willing to learn.

**If you answered yes, then we have a position just for YOU!**

### About Distributed Technology Associates India Pvt. Ltd.

Distributed Technology Associates, Inc. (DTA) is a Database and Systems Services Provider (DSSP) company providing database and systems support to large and small businesses. Based out of Boxborough, MA (USA), DTA provides services to clients in North and South America, Europe and India.

DTA India Pvt. Ltd. is a wholly owned subsidiary of DTA, Inc. (USA).

Our Remote Database and Systems Administration Services along with our Consulting Services are for Neo4j, Oracle and SQL Server databases; and for Linux and Windows platforms. Additionally, we provide our clients with short-term database / systems consulting services for these platforms and also long-term database / systems support on these platforms.

For detailed information about our company, please visit our website at <http://www.dtainc.in>

### Job Summary

We are looking for a **Neo4j Support Specialist** for our India based Neo4j Services team based in Delhi-NCR. If you are looking for challenge and variety in database administration work you will find plenty of it at DTA. We specialize in Neo4j, Oracle, and SQL Server database and data warehouse related administration work and have been at it for 20 years.

As a member of the DTA India Neo4j Services Team, you will provide technical assistance to users experiencing difficulties with their databases, and/or their systems. This position involves tasks that database administrators typically do to resolve the clients' technical issues with databases. This position requires excellent communication and technical skills and involves being knowledgeable about graph databases and Neo4j in particular.

The Neo4j support will be provided **remotely through Neo4j's Zendesk ticketing system.**





## Responsibilities Overview

- Support Neo4j Customer Success global team during APAC hours for their worldwide customers.
- Utilize Zendesk software to resolve technical support tickets opened by Neo4j customers.
- Assist Neo4j customers to tune their Cypher queries and improve database performance.
- Assist customers in planning their backup / HA / DR activities for Neo4j databases.
- Provide support to Neo4j Professional Services team when requested.
- Participate in on-call rotation for remote Neo4j coverage services.

## Job Requirements and Qualifications

- Bachelor's degree in Computer Science with a background in math will be a plus.
- Must have 4+ years' experience in database administration.
- Strong understanding of graph database and relational database concepts is desirable.
- Meaningful experience working with Neo4j and Cypher will be a huge plus.
- Neo4j Certified Professional certification is a desirable.
- Prior work experience in USA or Europe is highly desirable.
- Debugging and Performance Tuning database environments experience is required.
- Experience with Relational / NoSQL databases on Linux platforms is required.
- Must be proficient in the use of Microsoft Office Applications (Outlook / Word / Excel).
- Candidate needs to be detail-oriented, work well with other team members, have **excellent communication** skills, and thrive in a fast paced, high-energy, multi-tasking environment.

## Compensation

DTA India offers a competitive salary commensurate with experience. The benefits include bonus, health insurance, term insurance and generous package of leaves.

## Work Hours

This is a Full Time position and the work is primarily during the hours 9AM – 7PM IST but from time to time will involve evenings and weekend work.

**Work Location:** Delhi-NCR area

## To Apply

If you would like to be considered for this position please forward your CV, salary requirements and a cover letter to: [jobs@dtainc.in](mailto:jobs@dtainc.in)

