

## JOB DESCRIPTION – TECHNICAL SUPPORT ENGINEER

**DEPARTMENT: SOFTWARE DEVELOPMENT**

**REPORTS TO: DEVELOPMENT MANAGER**

**JOB TYPE: FULL-TIME**

**SALARY: R186 000 TO R240 000 PER ANNUM**

As a Technical Support Engineer, you will provide world class support to local and international clients. Assist the software development team as well as other business units within the company related to platform queries.

### REQUIREMENTS:

- Relevant IT Degree/Diploma not a must but experience matters.
- At least 2 years' experience in Unix/Linux and Windows environment.
- 1 years' coding experience in either PHP, Java, C# or TypeScript.
- Shell/Command Line scripting.
- Excellent communication skills.
- Customer service.
- Pro-active thinking.
- Problem solver.
- Basic server configuration/hosting knowledge.
- Understanding how software products operate.
- Basic understanding of Moodle or similar Learning Management Systems will be advantageous.

### DUTIES:

- Diagnose and troubleshoot customer technical issues.
- Resolve internal technical issues in software.
- Training Customers.
- Handle customer complaints.
- Prepare reports on customer issues.
- Maintain relationships with customers internally, externally and the internal development team.
- Schedule and perform backups of platforms.
- Deploying platforms.
- Configure and install plugins for platforms.
- Service desk SLA support and escalation.

Join our vibrant, creative and open-minded team. We invite you to apply by sending your CV or Resume, a motivation letter to us at [careers@ttro.com](mailto:careers@ttro.com) We look forward to meeting you! Only shortlisted candidates will be contacted.

#### Disclaimer

The candidate hereby consents to the collection and processing of the candidates Personal Information (as defined in the Protection of Personal Information Act 4 of 2013 as amended ("POPI") by the Company, for the purposes of securing and further facilitating the Candidate's consideration in the Company's recruitment process. The company reserves the right to not make an appointment.