

**Role: IT Support Engineer**

**Job Type: Fulltime**

**Salary: Market related based on experience**

**Location: Open to remote applicants in South Africa or similar time zones**

**Reports to: Chief Engineer**

TTRO is an organisation of passionate and talented individuals who design and develop innovative learning solutions to upskill and empower people for the now and for the future. We believe in driving change through next generation learning by combining immersive technologies and learning methodologies to deliver relevant competencies that add value to organisations and people.

As a TTRO IT Support Engineer, you will provide world class support to local and international clients. You will assist the software development team and be first-line support internally for the team as well as other business units within the company related to platform and IT related queries.

### **Your Key Responsibilities:**

#### **Software Engineering Responsibility:**

- Diagnose and troubleshoot customer technical issues.
- Resolve internal technical issues in software and hosting.
- Training Customers from time to time.
- Handle customer complaints.
- Prepare reports on customer issues and assist Project Management Office with collated reports.
- 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.
- Expertise in cloud infrastructure( AWS, Azure, Google Cloud).
- Assist the lead of the unit with Cyber Security fixes.

- Basic understanding of source code.
- Writing commands and workflow processes.
- Using monitoring software.
- Proven experience with troubleshooting and diagnosing problems.

### **Information Technology Responsibility:**

**This role will include general staff IT support at Level 1, with Level 2 and 3 being provided by our external IT partner.**

- Manage at Level 1 support which includes:
  - Installing moving and setting up PC/ Workstations.
  - Troubleshooting and supporting the end user hardware / application deployment.
  - Ordering, renewing and installing of software licenses
- Support of all internal IT Systems and servers including windows server, exchange, Windows.
- Developing, maintaining and updating IT documentation on an ongoing basis for new and existing systems in place, issued by IT for all internal IT systems.
- Ensure we have the best software and systems for the business Manage renewals of all software and contracts.
- Ensure that our cybersecurity is up to date, as well as train staff in the world of Cyber Security, as your first firewall is your staff.
- Escalation of Level 2 and 3 issues to IT partner for further support.

### **What you'll bring to the team:**

- 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, Python, C# or TypeScript.
- Shell/Command Line scripting.
- Basic server configuration/hosting knowledge in AWS, Azure and Google Cloud.

- Basic configuration in Linux Distro's.
- Basic understanding of Moodle or similar Learning Management Systems will be advantageous.
- Customer service orientated.
- Pro-active thinking.
- Problem solver.
- Highly driven and self-organised individual.
- Great attention to detail.
- Good analytical and logical thinking.
- Experienced and motivated to work with cross-functional teams, including business development, product management and development.
- Excellent spoken and written communication skills.
- Team player with the ability to work well with others and in groups with colleagues and stakeholders.

Join our vibrant, creative and open-minded team. We invite you to apply by sending your CV or Resume, a motivational 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.*