

## **Technical Support Engineer (DevOps)**

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

**Job Type:** Full-time

**Reports to:** Learning Technology Engineering Manager

**Years required:** minimum 3 years+

### **LTE Key Responsibilities:**

- Building and setting up new development tools and infrastructure
- Understanding the needs of stakeholders and conveying this to Software Engineers.
- Working on ways to automate and improve development and release processes
- Ensuring that systems are safe and secure against cybersecurity threats
- Identifying technical problems and developing software updates and patches
- Working with software engineers to ensure that development follows established processes and works as intended.
- Planning out projects and being involved in project management decisions
- Provide Level 2 technical support
- Build tools to reduce occurrences of errors and improve customer experience
- Solutions to integrate with internal back-end systems
- Perform root cause analysis for production errors
- Investigate and resolve technical issues
- Develop scripts to automate visualization
- Design procedures for system troubleshooting and maintenance
- relationships with customers internally, externally and the internal engineering 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.

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

- Relevant IT Degree/Diploma not a must but experience matters.
- At least 3-4 years' experience in Unix/Linux and Windows environment.
- 2 years' coding experience in either PHP, Java, Python, C# or TypeScript.
- Shell/Command Line scripting.
- Server configuration/hosting knowledge in AWS, Azure, and Google Cloud. Proficiency in either will be preferable.
- 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.

**SALARY:**

Market related TCTC package including benefits

Join our vibrant, creative and open-minded team. We look forward to meeting you!

*\*Only shortlisted candidates will be contacted.*