

IT Application Support Engineer

You will be providing helpdesk, infrastructure and technical support to various teams and clients for our systems. This includes general office IT support & troubleshooting, escalation of tickets to the respective engineering teams, basic SQL support, maintenance of AWS micro-services and IT service requests. Training on the application and database support will be provided. As we are an advancing logistics company, you will have the opportunity to experience both the fast pace of a start-up and the systematic working environment of an MNC.

Responsibilities

- Manage the IT support tickets in JIRA
- 1st and 2nd level IT support to our internal departments, clients and shareholders
- 1st level SQL support for our databases
- 1st level support for AWS micro-services
- 1st level application support for our systems
- Escalation of tickets to the development team for 3rd level support
- Management of IT service requests which include deployment and replacement of systems
- Management of vendors for replacement and repairs of IT parts

Requirements

- Minimum 1-year technical hands-on experience in Windows and Mac operating systems
- Minimum 1-year Production experience in administrating Linux operating systems (CentOS/RHEL, Debian, SELinux and/or Ubuntu)
- Minimum 1-year Production experience in AWS micro-services (IAM, EC2, RDS, Beanstalk, Ropeworks)
- Minimum 1-year experience in the customer-service industry
- Minimum 1-year experience in vendor management
- Basic programming skills in Bash, JavaScript, PHP and Python
- Knowledge in Version Control tools such as Git
- Basic understanding of OWASP Top 10 and CWE/SANS Top 25