

**Position Title:** Intermediate Software Support Engineer  
**Position reports to:** Line Manager  
**Direct Reports:** N/A  
**Office Location:** Adapt IT Johannesburg Campus

### PURPOSE OF THE POSITION

The candidate will form part of the VCR DRC and VCLS Domain Team and will be responsible for ongoing 3<sup>rd</sup> level Customer support for VCDRC, VCLS and VCZA PAMP. He/she will be Responsible for providing specialist, high-level technical advice and support for the installing, testing, tuning, optimising, diagnosing problems, repairing, upgrading and maintaining both externally and internally supplied hardware and system software such as operation systems, data management products, office automation products, embedded systems, and other utility enabling software and related equipment. Responsible for high-level troubleshooting and system security, and ensures repairs are undertaken in accordance with organisational policy and standards. Prepares progress reports for all work performed.

### PRIMARY RESPONSIBILITIES FOR THE ROLE

- Configure Linux OS, network and applications for new systems
- Maintain and contribute to system standards
- Improve and automate support tasks
- Manage system security
- Assist with OS and manage application patches
- Manage system capacity and performance
- Research and recommend innovative approaches to improve efficiency.
- Update the Freshdesk support ticketing information and ensure all tickets are closed when completed.
- Creation of Root Cause Analysis documentation when required.
- Attending monthly support meetings with the customer together with the Service delivery manager.

### MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- A tertiary Engineering or Computer Science degree.
- A high degree of interest, experience and certification in Linux.
- Shell scripting ability for system administration.
- Linux system administration (RedHat/Centos, Apache/NGINX, MySQL/MariaDB/MongoDB, Bash, Python).

- Knowledge of networking protocols and technologies (TCP/IP, SOAP, HTTP, XML, RADIUS, Diameter, SCTP).

### Nice to have Experience

- Telecommunications technologies (SS7, SIGTRAN, MTP, SCCP, TCAP, MAP, CAP, etc).
- Load Balancers, Routers, Firewalls.
- Monitoring experience using Elastic, Tableau, Grafana, Prometheus.
- OpenStack, KVM, Xen, Vmware, Docker, Kubernetes, Redis.

### Personal Qualities

The Candidate must be able to handle a pressured environment and be able to multi-task. He or She must be able to work independently but also be a strong team player. In addition the following qualities are also vital:

- Strong Leadership Skills
- Clear Communication skills
- Strong Team player
- Ability to learn quickly and work independently.
- Ability to work under pressure

Contact Person: [Mandy Barret](#)

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