



SUPPORT ENGINEER FOR IXUS

About IXUS

IXUS (<https://ixusapp.com>) is a solution developed by Alphawave Mobile Network Products (Pty) Ltd and is related to the electromagnetic engineering field. It is an integrated software solution designed to help mobile network operators manage compliance with RF safety guidelines across whole networks. This sophisticated system offers monitoring and management of compliance - from planning through to re-configuration - for the thousands of base station sites associated with a mobile network.

The Vacancy

We are looking for an enthusiastic **Support Engineer** who will offer technical support for our national and international clients.

The main responsibilities will include the following:

- First line client facing support on various channels (helpdesk, emails, calls, etc.)
- Deep dive into complex client queries and escalate where appropriate.
- Flexibility to assist clients in other time zones when necessary.
- Assisting the QA team on a regular basis with extending our testing framework (manual testing and the development of integration tests)
- Continually collaborate with QA/DevOps/PO as well as the rest of the team.
- Provide support on cloud instances - maintaining, monitoring, and troubleshooting.

Additional responsibilities will include the following:

- Management of the online knowledge base – compiling various help documentation.
- Provide training (in-person and/or online) where needed.

Essential Criteria

- Relevant tertiary qualification required.
- 2+ years overall development or technical support experience.
- Excellent written and oral communication (especially for client interaction).
- Self-driven and able to demonstrate initiative in the workplace
- Creative ability to come up with alternative solutions to solve difficult problems
- Good interpretation skills
- Meticulous

Beneficial experience/skills

- Relevant experience in the RF Compliance industry / RF engineering field.
- Experience with 3D CAD modelling software.
- Experience with managing SQL Server databases.
- Experience with managing Microsoft Server instances (IIS).
- Experience with Amazon EC2 deployments.

Non-Technical skills

- Able to work well in a team as well as individually
- Attentive to detail, and able to think creatively outside the box
- Able to accurately estimate effort on tasks, prioritise work and deliver to deadlines
- Positive outlook on work and other people
- Excited about learning, pushing technical limits and finding new solutions
- Good analytical and problem-solving skills
- Good verbal and written communication skills

Perks

- Work within an ideal sized team of approximately 10 members
- Tech environment – modern, innovative, fast-paced and fun work environment
- Daily home cooked style meals
- Retirement annuity incentive
- Bonuses
- Unlimited barista quality coffee