

IXUS Support Engineering Manager

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 Engineering Manager** who will offer technical support for our national and international clients and manage our growing Support resource requirements.

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.
- Provide support on cloud instances - maintaining, monitoring, and troubleshooting.
- Mentorship, guidance and the establishment of an IXUS Support team to provide world-class, prompt support for our growing international user-base.
- Development of an annual Support roadmap detailing the objectives for improving our support (this may include training material enhancements, roadshows, client visits, etc.).
- Assist the Product Owner (PO) to identify IXUS development needs required for clients (bugfixes, enhancements, features).

Additional responsibilities will include the following:

- Management of the online knowledge base – compiling various help and training documentation.
- Provide training (in-person and/or online) where needed.
- Assisting the Quality Assurance (QA) team from time to time with testing.
- Keeping an eye on tools that can improve our support offering.

Essential Criteria

- Relevant experience in the RF Compliance industry / RF engineering field.
- Relevant tertiary qualification required.
- 5+ 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.

Beneficial experience/skills

- 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 meet 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 12 members.
- Tech environment – modern, innovative, fast-paced and fun work environment.
- Daily home cooked meals.
- Retirement annuity incentive.
- Bonuses.
- Unlimited barista quality coffee ☺.

Terms and Conditions

- Competitive, market related salary.
- Starting date as soon as possible, full time employment.
- Please send comprehensive CV **including academic results and certificates** to info@ixusapp.com.



Danie Ludick

CEO (IXUS, a product of Alphawave Mobile Network Products Pty Ltd)