

Support & Implementation Engineer

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Company: Tanqeeb

Location: Manama

Category: computer-and-mathematical

Company Description

Our team shares a passion for success and a firm commitment to create an inspiring work environment for each and every employee. High moral standards, a positive attitude, and a hard-working mindset are all qualities that you will find in the people at 01 Systems.

We make every effort to care for our employees who are our most important asset. Our culture promotes an atmosphere of thoughtfulness, moments of laughter, and an appreciation of others as well as a strong work ethic and technical skills.

Our team encounter new learning opportunities every day; everything from the latest functionality in the newest systems, to different approaches companies use to solve similar business problems.

Job Description

Technical Implementation Consultant with minimum 2 years' experience supporting, maintaining, and integrating applications in a SaaS environment.

The ideal candidate will be an Implementation Consultant with minimum 2 years of

experience in software support, maintenance, integration, and customization.

Responsibilities include installations, upgrades, troubleshooting, problem resolution, customization, bug fixing and end user support in SaaS/On-Prem environment. Clear and effective communication, presentation and relationship skills are essential.

This role will give you the opportunity to travel and work at various customers' sites across the globe, meeting new people, learning about new cultures while doing your job.

Responsibilities

Implement and install solutions on the customer's test and production environments.

Work onsite and offsite to troubleshoot and diagnose customer reported issues.

Act positively and respond promptly to the customer's requests/tickets.

Prepare, review, and ensure accuracy of technical documentation.

Conduct Preventive / Corrective Maintenance visits to customer sites physically or remotely.

Document customer problems and resolutions.

Perform any other job-related duties incidental to the work.

Conduct Product Training onsite and remotely.

Qualifications

Bachelor's Degree in computer science /Comp. Engineering/Information Systems or otherwise have a proven experience in the support and implementation domain.

Must have strong problem-solving and analytical skills.

Must be able to work independently under pressure in customer environment.

Must be a self-motivated person with a drive for continuous learning and improvement.

Must be presentable and self-confident.

Excellent communication skills.

Excellent troubleshooting/debugging skills.

Must have previous experience in similar capacity while working at customer site.

Ideal candidate shall possess strong technical skills and experience in at least four of the following items in the last 2 years:

Microsoft Windows Servers and Microsoft SQL Server.
installation/configuration/troubleshooting.

Application/container deployment in Linux environment.

Application deployment in AWS, AZURE cloud environments.

IIS and Web applications configuration/troubleshooting.

Experience in developing test scripts, tools.

Troubleshooting and simulating Restful and SOAP web services.

Experience in gathering requirements and conducting end user acceptance testing.

Knowledge / hands on experience in coding (C#, C++, .NET, JavaScript...).

Additional Information

Experience in one or more of below is a plus:

Certification in AWS/Azure/Docker/Kubernetes.

SQL scripting especially T-SQL and PL/SQL.

Working knowledge of Oracle, DB2 DBMS.

Database tuning and optimization.

PowerShell scripting.

Experience in Financial industry (banking).

Good Academic Record.

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