

IoT Application Support Analyst (m/w/x)

FULL-TIME

We are looking for Application Support Analysts to work with one of our clients, a leading provider of a M2M/IoT Connectivity Management Platform for the telecommunication industry.

SCOPE OF RESPONSIBILITIES

- Troubleshoot problems on the platform that is used for SIM management
- Provide full and efficient user support when working with hardware and software components
- Organize system, standard and special applied software
- CMP Instances and Features
- CMP Instance configuration – IP endpoints
- CMP configuration troubleshooting
- System diagnostics
- Defect confirmation
- Provide all clients software supports
- Checking product documentation

TYPICAL WORKING DAY

- Keeping in touch with clients
- Platform configuration troubleshooting all BMC Remedy, JIRA, HPQC
- Instance troubleshooting – including all instance specific integrations
- End2end diagnostic

THE TECHNOLOGIES WE USE

Kafka, Mule ESB, Hadoop, PostgreSQL, MySQL, Apache2, Tomcat, Mobicents and many other technologies are used to build Our Connectivity Management Platform to meet the needs of any company providing or using connectivity for the IoT business.

WHAT ARE WE LOOKING FOR

- 2+ years of experience in customer support or helpdesk
- Unix shell, REST APIs, search in logs
- Experience with ticketing tools like BMC Remedy, JIRA, and HPQC
- Application Troubleshooting – basics (logs, systemctl)
- Nokia ITSM tool and processes
- Ability to access VMs
- Fluent spoken and written English
- Availability: 24/7
- Moderate travel frequency at 15-20%

NICE TO HAVE

- Openness to solutions
- Analytical thinking
- Knowledge of using Unix shell, REST APIs
- IP knowledge
- Basic knowledge of Cloud solution

WHAT WE OFFER

- B2B contract or contract of employment
- Flexible working hours and possibility to work remotely
- Competitive compensation
- Interesting and challenging projects in an international environment
- Long-term career and development opportunities
- Office in an attractive location based in Bratislava

Are you interested in working in a dynamic team? Do you like creative freedom and enough space to develop yourself? Are you looking for a company that cares about what it does and the well-being and happiness of its employees? Then you have come to the right place and you'll love working for METIQ!

Contact: Mária Majetić
Email: maria.majetic@metiq.eu
Phone: +421 908 513 942