

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

### PURPOSE OF THE POSITION

We are looking for highly skilled and experienced Technical Support Engineer to provide 3rd line technical and product support for our cloud-based suite of SaaS products and solutions across various corporate and enterprise sectors.

We are passionate about our solutions, our people and what we bring to market and we are looking for candidates that share this vision and have a keen appetite to be involved in what we are doing within the communication space, delivering challenging cutting-edge web and mobile solutions.

As a Technical Support Engineer, you will play a vital role in contributing to our existing team offerings, including: -

- Taking ownership of issues reported and seeing problems through to resolution
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams

Your responsibilities will include resolving network issues, working apart of the team to maintain our tech stack and ensure we adhere to our SLA's, troubleshooting application related problems which will include writing advanced SQL queries and escalating through appropriate channels.

### PRIMARY RESPONSIBILITIES FOR THE ROLE

- Research and identify solutions to software and hardware issues
- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Track issues through to resolution, within agreed time limits
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- Provide prompt and accurate feedback to relevant stakeholders
- Refer to internal database or external resources to provide accurate tech solutions
- Ensure all issues are properly logged
- Prioritize and manage several open issues at one time
- Follow up with relevant stakeholders to ensure their IT systems are fully functional after troubleshooting
- Document and update technical knowledge base

### MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Completed Matric
- Proven work experience as a Technical Support Engineer, Database administrator, DevOps engineer or similar role
  - Strong Relational Database and T-SQL scripting experience (working with large transactional datasets)

- Microsoft SQL DB experience and advanced concepts highly beneficial
- Proven experience within Linux O/S and Microsoft O/S technologies
- Strong console and scripting skills (bash, python, PowerShell) highly beneficial
- Ability to diagnose and troubleshoot technical issues
- Excellent problem-solving and communication skills
- Problem solving ability to analyze and resolve complex infrastructure resource and application deployment issues.
- Additional certification in Microsoft, Linux, AWS or similar technologies is a plus

Contact Person: [Nic Cox](#)

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