

Position Title:	Junior CCSS DelOps Support Engineer
Position reports to:	DelOps Manager
Direct Reports:	N/A
Office Location:	Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

Understanding the solution functionality and be able to recognise that it is a data related or configuration related issue

PRIMARY RESPONSIBILITIES FOR THE ROLE

- Assist with the termination of a line, based upon rules of termination
- Provide feedback regarding new site deployments, and the progress thereof
- Monitor Grafana for data related issues, ensuring that such issues are picked up in a timeous fashion
- Assist with investigations into lines not being locked (either soft lock or Treasury bearer type / OOB lock), either through the database or through log files, provide feedback thereon, or escalate to Service Provider, if required
- Understand that when there is an issue with data not represented on the front-end, to be able to investigate and refer the reason and resolution back to the Services team and/or 1st line support, or 3rd line support if a bug is suspected
- To clarify that something is really a bug, to replicate the issues, and to confirm on the ticket what the issue is and what the expected fix and results would be.
- Generate ad hoc reports based on criteria provided, could be ad-hoc queries for customers, or performing PIWK extracts that provide valuable information to Services as well as customers, as and when required.
- Working experiences with Microsoft IIS
- Microsoft SQL for setting up of databases
- Hardware server environments (DB servers, web servers, etc.)
- Solid working experience of Linux
- Environment and platform configuration and set-up
- Possess an understanding of ETL and data loading and processing concepts
- Understanding the CCSS data requirements and be able to explain this to a client
- Have an understanding of ERDs so that they understand the relationships therein
- General understanding of REST API's, know how they consume data, understand what the pitfalls are
- Ability to write and execute SQL queries to extract data to see that there is alignment between the back-end and the front-end
- Write ad-hoc queries for reporting purposes of product and related products (CCSS, Control Point, PIWIK – requires MySQL)
- Understanding deployment of SSIS packages
- Octopus Deploy
- Ability to learn the CCSS platform and related products

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Matric



- 2-4 Years' experience
- SQL certification
- Linux Qualifications & Experience required but not essential

Contact Person: [Nomzamo Skosana](#)

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