Cameroon Jobs Expertini®

Support & Implementation Engineer

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Company: ProgressSoft

Location: Cameroon

Category: computer-and-mathematical

We are looking to recruit Support & Implementation Engineers who are fluent in French language with excellent command of English and living in a central African country or willing to travel to Africa. The Support & Implementation Engineer will provide high-level onsite and remote IT technical liaison and will be responsible for enterprise solutions implementations and support services for incidents or issues. The position will require close collaboration with other technical support and engineering teams at different levels.

Responsibilities:

Implement and install solutions at customer's infrastructure platforms.

Work onsite and offsite to troubleshoot and diagnose customer-reported issues on the different implementation layers.

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

Prepare, review and ensure the accuracy of technical documentation.

Provide Basic troubleshooting for software problems covered in training.

Utilize help desk software to keep an accurate account of all incoming calls, opened incidents, and requests.

Conduct Preventive / Corrective Maintenance visits.

Perform any other job-related duties related to work.

Requirements

Bachelor's Degree in Information Technology, Engineering/Science, Computer application, or any related field.

At least 2 years experience in a similar field.

Fluency in French language and excellent command of English, with excellent verbal and written communication skills in both languages.

Resident in a central African country and/or willing to travel to Africa.

Willing to travel and work extra hours when needed.

Experience in database engines (Oracle, MS-SQL, and PostgreSQL).

Experience in operating systems (Linux and MS Windows).

Developed knowledge in cloud Infrastructure Orchestration Tools (Ex. Kubernetes, HashiCorp Nomad)

Working experience in application servers (Ex. Apache Tomcat, Oracle WebLogic, IBM WebSphere).

Knowledge and acquired skills of DevOps techniques including (CI/CD, Helm, Ansible)

Knowledge in Directory Services (AD & LDAP).

Excellent personal skills

Professional effective communication, verbal and written

Customer oriented mentality

Details oriented and a team player

Work   with integrity and ethics

Initiative and self-managed

Time management and result oriented

Experience in one or more of the below is a plus:

Experience in large enterprise environments with emphasis on payments, remittance solutions.

Experience in Cloud Computing, Virtualization Technologies, Storage, Network Infrastructure.

Implementation experience of High Availability & Disaster Recovery, Backup & Recovery Strategies.

Knowledge of PKI Infrastructure and Certificate Authorities.

Knowledge of database engines (MySQL and NoSQL Databases).

Knowledge of server and client operating systems (Linux Distros, MS Windows).

Knowledge in Object Storage management.

Experience in financial/Banking solutions.

Knowledge of Security Authentication and Authorization Solutions (HashiCorp Vault and Keycloak).

Knowledge in Cloud-based Solution Infrastructure (AWS, Azure, Google Cloud, OCI, IBM).

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