

Role Description – Operations Engineer (Software)

Position Title	Deployment Engineer – DevOps
Location	Dublin
Position Description	<p>Position Overview</p> <ul style="list-style-type: none"> • Install, configure, integrate and test new/ upgraded solutions within customer networks. • Set up continuous software delivery process and automated test environment for customers. <p>Key responsibilities</p> <ul style="list-style-type: none"> • Software (OS & Product) installation in customer network. • Product integration to the customer core telco network. • Configure product to customer requirements. • Perform acceptance testing with customer. • Project reporting and issue tracking. • Attend internal and customer facing project meetings. • Document system installation and handover to Support team. • Provide product/ technical training to customers. • Liaise with customer representatives on issues. • Troubleshoot and analyse problems; answer customer queries; implement configuration requests; install software updates, patches and change requests. • Escalate complex technical issues to product specialists and the development team. • Create incident reports and customer facing procedure documents. • Participate in on call support roster. • Ensure customer satisfaction through excellent customer care in deployment, support & troubleshooting
Qualifications and Skills Required	<ul style="list-style-type: none"> • Knowledge of Linux administration is essential • Knowledge of Telecommunication protocols is desirable • Networking, TCP/IP routing a distinct desirable • Virtualisation technologies desirable • Experience working in a DevOps, continuous delivery environment a distinct advantage • Scripting is an advantage – Perl, Python, Shell • Basic Knowledge of SQL an advantage • Ability to work under pressure and meet deadlines is essential • Multi –tasker • Creative Problem Solving abilities • Willingness to learn new technologies • Self Starter with the ability to work pro – actively • Responsible and dependable • Willingness and flexibility to travel abroad • Good team player • Excellent attention to detail • Excellent interpersonal skills • Strong English written and oral communication skills • Ability to create and maintain excellent relationships with the



	customer
Travel	The successful candidate will have the opportunity to travel to all continents. Project Deployments and Customer training is normally carried out at the customer premises so travel can be up to 25%.

About Openmind Networks

In 2003, founders Alex Duncan, Brian Kelly and Billy Shekleton left behind the leading SMSC vendor in the world of that time and created Openmind Networks.

Since, then, Openmind has strongly emerged as the fastest growing vendor in its market, with a single powerful mobile platform that now offers multiple communication services to all market segments within the Telecoms industry.

Each day, the platform delivers over 1 Billion Messages worldwide.

Customers include mobile network operators, inter-carrier operators and global giants in social media. The platform, known as Traffic Control, incorporates all messaging functions such as SMSC, MMSC, USSD, Anti-Spam and next generation services such as IP SM-GW and RCS.