



Role Description – Software Support Engineer

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| Position Title | Software Support Engineer |
| Summary | <i>We are currently looking for a software support engineer to ensure our customers are supported in our devops environment. This is an exciting opportunity to join a team of talented engineers and work in a fast paced devops environment.</i> |
| Location | Dublin |
| Position Description | Key responsibilities <ul style="list-style-type: none">• Analyse & Trouble-shoot Customer Issues.• Install/Configure Linux Systems and Openmind, 3rd Party Software.• Identify Product Issues and escalate to the Development Team.• Install Software Updates.• Handle Customer Trouble Tickets.• Track Issues and undertake Incident Root Cause Analysis.• Create Method of Procedure documents for Customers.• Software Testing.• Provision of Product Training to Customers.• Liaise with Customer Representatives on Support Issues.• Ensure Customer Satisfaction through Excellent Customer Care. |
| Qualifications and Skills Required | <ul style="list-style-type: none">• Must be comfortable working in a Linux Environment.• Knowledge of Telecoms Protocols an advantage.• Experience of working in a Support Organization a benefit.• Knowledge of Networking TCP/IP Routing desirable.• Experience in DevOps or working in a Virtualized environment useful.• Good Team-Working and Problem-Solving Skills key.• Scripting Skills (Bash shell, Python, Perl) a benefit.• Ability to work under Pressure and meet Deadlines is important.• Willingness to learn New Technologies is vital.• Ability to maintain good Working Relationships with Customers.• Strong Written and Spoken English Communication Skills. |



About Us

Openmind has been hugely successful over the last number of years and we are now expanding rapidly. Our customers are across the globe and so our team needs to be global also. As such, we have colleagues in Kuala Lumpur, Prague, California, Amsterdam and Dublin.

We see a world where enterprises and their customers have engaging messaging conversations with offers, customer service and information that customers find relevant and timely. Openmind provides the technical expertise, the products and technologies and the customer care to allow this to happen.

Who should apply?

We want people who reflect our core values: Flexibility, Innovation and Care. We want people who want to progress in their career; Openmind will help those people to succeed. Our team are an energetic and talented group of people who share their knowledge and so learn from each other; you must be a team player to work here. If this sounds like you, please apply through careers@openmindnetworks.com.