Dev Ops / Applications Support Engineer

Minetec, a member of the Codan group of companies, is an established service partner to the mining industry. The company offers tailor-made mining technology solutions utilising its own highly specialised safety and productivity-based products to serve underground and surface mining operations of customers worldwide. Our people are committed to defining and achieving ambitious goals; to drive continuous change and embrace change.

About the role

Reporting to the General Manager – Client Services & Support, you will have an excellent technical ability that you will put in to practice supporting a broad spectrum of remote, integrated, hardware and software operational deployments.

The role is expected to take ownership of support tickets and be required to work collaboratively with other team members to provide 3rd level diagnosis of complex customer / partner reported issues, resolve problems, and suggest workarounds where required.

Responsibilities of the role include:

- Perform triage and remediation of incidents and service requests
- Log jobs with ITIL service desk
- Take ownership of technical issues and work with our development team to resolve issues that are more advanced
- Configure development, staging and production environments
- Support maintenance contracts
- Management deployment of upgrade projects
- Visit remote site for training and deployment activities
- Focus on ensuring maximum client system availability
- Run preventative maintenance routines
- Ensure client system documentation is kept up-to-date
- Remote application configuration and troubleshooting
- Storage maintenance and backups
- Provide training to customers as required

What you'll need

We are looking for someone who has the ability to meet tight deadlines with a drive for continuous improvement. A degree in computer science or similar as well as 2 to 4 years of experience in the field or in a related area are essential. You will also demonstrate:

- Practical knowledge of ITIL processes and support frameworks
- Proven customer service and support skills to customers of all levels of proficiencies

- A willingness to be part of a team who strive to provide immediate support to our customers and partners
- Excellent written and verbal communication, including strong document writing skills
- An ability to participate in a 24x7 support roster environment
- A working background with Linux, Windows Server and virtualised environments.
- Strong Microsoft Operating System installation and troubleshooting skills
- Broad experience of IT with an understanding of Networks, Servers and other integrated IT systems.
- Attention to detail oriented and self-motivation
- General networking experience (i.e. TCP/IP, WI-FI)
- A keen interest in learning new technologies

To succeed in this role, you will have some working knowledge in:

- Unix/Linux shell scripting experience (e.g. Bourne shell, BASH)
- Unix/Linux configuration and management experience (e.g. Ubuntu, Debian, Solaris)
- experience with Virtual Machine configuration and management (e.g. VMware, VirtualBox)
- Windows desktop and server configuration and management experience (e.g. MS Windows 7/8/10, MS Windows Server 2012+)
- Python development experience
- Java/C#/C/C++ experience
- Unix/Linux development tools experience (e.g. ANSI/GNU C compiler, make)
- Web development experience (HTML 4/5, CSS Level 2/3)
- Relational database experience (e.g. PostgreSQL, Microsoft SQL Server, MySQL, Oracle)
- Source code management experience, (e.g. Git, Subversion, CVS)
- Continuous integration and deployment exposure (e.g. Jenkins, TeamCity)
- Some experience with RESTful web services (aka. Web API)

This position may require some domestic and international travel.

What we offer

Take a leap in your career and apply now. For more information, please email queries only to Anna Bradley at careers@minetec.com.au

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