

Job Title: Observability Engineer

Job Summary:

Techsa Services Pvt Ltd. is seeking a motivated and skilled Junior Engineers for various roles to join our team. The successful candidate will work under the guidance of Senior Engineers and Subject Matter Experts to support the company's growing clientele and its Hybrid Cloud Infrastructure Monitoring Tool. The candidate will assist in project activities like Monitoring & Management software installation, maintenance, and troubleshooting, as well as participate in the design and implementation of the solutions.

Responsibilities:

- Assist in the configuration of onboarding network device like switches, routers and firewalls into the tool.
- Assist in the configuration of onboarding server nodes like Virtual servers, Physical servers, Virtual platforms, Cloud servers, Storage devices, Databases and other Applications into the tool.
- Participate in tool maintenance and upgrades, including service packs, patches, hotfixes, and security configurations.
- Monitor IT Infrastructure (on-premise, cloud and/or hybrid) performance and assist in troubleshooting issues, ensuring minimal downtime.
- Collaborate with Network and System administrators to identify and resolve problems.
- Would have to create custom dashboards, reports & integrations with various tools
- Participate in training programs, web-based learnings, webinars and obtain relevant certifications to improve knowledge and skills.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Knowledge of network protocols (TCP/IP), hardware, and software.
- Familiarity/Basic understanding of network monitoring tools, SNMP, OIDs, ICMP.
- Basic understanding of network security protocols and operating systems.
- Familiarity with different types of network devices.
- Good communication and collaboration skills.
- Scripting Knowledge like Powershell, Database skills & API skills is a plus
- Technical training will be provided by the company