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Junior Application Support Engineer - ON-SITE


Submitted resume


Kapsch TrafficCom AG · Dublin, County Dublin, Ireland (On-site)


1 week ago


· 139 applicants

 Full-time · Entry level

 1,001-5,000 employees · IT Services and IT Consulting

 24 company alumni work here · 1 school alum works here

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 Skills: Computer Science, Problem Solving, +8 more

Job activity

Application viewed

9 hours ago

Application submitted

23 hours ago

Meet the hiring team

Caroline Ferreira Ide

3rd

Sourcer & TAC Specialist at Kapsch TrafficCom

Job poster

➔

Message

About the job

We are looking for a graduate or junior candidate with a networking/IT background willing to work as an on-site application engineer. The on-site Engineer participates predominantly in the deployment, maintenance, performance, and monitoring activities. It is a diverse role that also encompasses elements of Infrastructure and application support in close cooperation with the authority's representatives and KTC internal teams.

Your tasks:

- Daily Incident/Problem/Change management coordination, operation, and maintenance via the ITSM and system monitoring tools.
- Monitoring of Applications, Servers, Workstations (Linux and Windows), Network devices, and Roadside equipment (for the RSU and test stage).
- Cooperate with subject matter experts to perform in-depth troubleshooting and help identify resolutions for complex issues within defined SLAs under Incident and Problem management.
- Writing, developing, and maintaining the documentation including but not limited to technical analysis, process description, and manuals.
- Communication with operators (providing on-site support to the MOCC technically and in terms of reporting) and internal teams (for reporting, troubleshooting, and knowledge sharing).
- Create and review of technical documentation, including but not limited to requests for technical changes

Minimum qualification requirements:

- University degree in Computer Science, Telecommunications or related. We would also be happy to consider final year students.
- Possess or be able to obtain BPSS clearance or higher
- Willingness to work through development plans to expand skills. Passion for IT.

Valuable:

- Experience in working with incidents and requests in a complex environment with multiple partners triaging to 2nd and 3rd support tiers providing ITIL processes for our clients.
- Experience in first line application support and liaising with internal departments and 3rd party suppliers.
- Experience of ITSM platforms (ServiceNow/Cherwell)
- Qualification in ITIL Foundation.

Important information:

- This is 100% onsite role in Dublin (East Wall, close to Dublin Port)