## **Application Support Engineer**

Responsibilities:

Offer 2nd line technical support to the system applications, prioritizing and categorizing requests, troubleshooting and solving issues in some cases creating scripts and SQL queries, escalating software and infrastructure problems, and overseeing cases are solved promptly within SLAs.

* Manage incidents and problems, driving improvements to avoid them, working on the quick restoration of service, work with other teams on fixing root causes, and provide the necessary Incident coordination and reporting.
* Develop and maintain application and business logic monitoring, taking a reactive approach to avoid issues and incidents, and meet system uptime and performance SLAs.
* Responsible for the Continuous integration/Continuous Delivery Release Management, as part of the software development lifecycle, assuring smooth rollouts of features, improvements, and fixes.
* Produce reports on SLAs, KPIs and Incident Management.
* Form part of a specialist’s tech support team, available 24/7 on-call rotation schedule
* Any other task/responsibility which may be related or connected to the role of Application Support Engineer

**Knowledge, Experience & Skills:**

* University Diploma or Degree in a related ICT area of specialization, or a minimum of 2 years of experience in a similar role
* Good knowledge and experience in application management, 2nd line support and incident management, with excellent analytical, problem-solving, and decision-making skills.
* Fluent with Database Queries
* Knowledge of Release Management in a CI/CD and agile environment using tools such as GitHub
* Understanding of IT environments, including Virtualization, Application Servers, APIs, and monitoring tools like Prometheus and Grafana in a Linux working environment
* Scripting or programing experience, in languages like PHP, Bash and JavaScript will be considered a plus.
* Excellent written and verbal communication skills.
* Offer 2nd line technical support to the system applications, prioritizing and categorizing requests, troubleshooting and solving issues in some cases creating scripts and SQL queries, escalating software and infrastructure problems, and overseeing cases are solved promptly within SLAs.
* The Application Support Engineer forms part of a specialist team providing technical support on the company production platforms, as well as continuously improving monitoring and process automation to meet and beat Service Level Agreements and oversee the CI/CD release process.

Employee benefits:

* Private health insurance
* Free breakfast and lunch
* Wellness allowance
* Birthday leave
* Company and Team building events
* Relocation package to Malta including flight and 2 weeks of accommodation

Our recruitment process:

* Interview with our TA Specialist
* Online assessment (if applicable)
* Final interview with the hiring manager(s)
* Reference check and Police conduct