**Position : Financial Services Support Engineer**

**Role purpose:**

* Reporting to the Digital Operations Lead, the place holder will likely be responsible for bettering current options, offering technical help, troubleshooting, and monitoring monetary options purposes to make sure 99.999% availability of the system.
* Technical help duties embody however not restricted to structure opinions and optimization, incident dealing with, detailed root trigger evaluation, drawback management, configuration administration, automation of routine tasks, documentation, and operational acceptance

**Key accountabilities and resolution possession:**

* Ensure knowledge and/or software availability of the assigned techniques and purposes.
* Participate in design, testing and implementation of latest products, companies, functionalities, or upgrades
* Provide help for financial options which includes MPESA and integrations
* Perform Systems and Applications Monitoring
* Maintain data base by documenting technical data
* Collaborate with workforce members to enhance the instruments, techniques, and procedures
* Participate and supply enter to the M-PESA roadmap to make sure well timed supply of related products to Safaricom Customers.
* Work with the exterior and inner technical groups to make sure environment friendly decision of all system points
* Implement DevOps applied sciences and processes, e.g: containerization
* Liaise with all stakeholders to make sure new performance, processes and techniques are absolutely understood
* Transfer system data to inner prospects on new options and help processes
* Prepare and publish correct and well timed system efficiency studies
* Perform common service enhancements that align with 99.999% availability
* Diagnose and troubleshoot technical points on the assigned techniques and apply a piece round or a everlasting resolution to resolve making certain the MTTR is met
* Properly escalate unresolved points to applicable inner or exterior groups and observe up to make sure they’re satisfactorily closed
* Provide immediate and correct suggestions to stakeholders on assigned duties
* Ensure all points are logged within the service management software and are correctly prioritized and likewise precisely log resolution particulars within the ticket

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**Core competencies, data, and experience:**

**Business Competencies:**

* Must be able to work with out supervision & meet tight deadlines/schedules.
* Good presentation abilities
* Creativity and Innovation
* Excellent Problem solving abilities

**Business Know how**

* Experience of working in Fintech organization
* Attention to detail

**Working with Change**

* Excellent communication skills
* Experience in planning medium to complex initiatives

**Project and Programme Management**

* Knowledge of Scrum/Kanban Agile methodologies

**Functional Competencies:**

* Bachelor of Science Computer Science, Computer Engineering or Software Development or related topic.
* 2 years of work expertise as an engineer in a telecommunications or monetary services atmosphere
* Experience in Continuous integration and deployment methodologies utilizing automated instruments comparable to Jenkins.
* Knowledge in cell cash techniques, integrations, or monetary techniques
* Knowledge of SRE ideas

**Must have technical / skilled {qualifications}:**

* Extensive data of networking and system administration (Unix/Linux)
* Software growth abilities in Java, python, Angular JS and so forth
* Knowledge in ITIL Service Operations processes and Agile methodology. Certification in Scrum fundamentals is an added benefit.
* Proficient in database management abilities

**Desired**

* Certification in cloud technologies like AWS & GCP
* Certification in cloud native technologies comparable to Kubernetes