



Technical Support Analyst

The Opportunity:

- Provide 2nd line technical support for the Temando platform to high profile business customers and internal teams
- Debug customer integrations, reviewing logging data, raw API calls, PHP applications and system behaviour
- Work directly with internal stakeholders and customers to resolve their technical issues
- Expand your knowledge in a number of open source frameworks and participate in the new product development process
- Perform release packaging and assist in the release management process
- Build applications to assist the 1st line customer service team in support customers
- Maintain the Temando Internal technical knowledge base

Skills & Experience:

If you have experience with or working knowledge of the following, we'd like to hear from you:

- Intermediate experience with Linux, Apache, MySQL and PHP
- Experience with command line scripting and writing SQL queries
- Experience with ticketing systems and operational support processes
- Experience/Knowledge of monitoring tools and systems such as New Relic, Nagios, Pagerduty

The successful applicants will possess;

- Excellent verbal and written communication skills
- Excellent, proven troubleshooting capability
- Willingness to learn and self-educate
- Meticulous attention to detail and a tenacious attitude to completing a task on time
- Ability to articulate concepts and ideas through verbal, written and illustrative means
- Good self-management skills, ability to drive tasks through to conclusion
- Willingness to assist with tasks outside of job description from time to time
- Ability to work a 24x7 rotational roster on weekends.

This part-time role is perfect for someone looking for weekend work! Offering approximately 15 hours per week on a rotational 24x7 roster across Saturday and Sunday. The successful applicants will be required to attend their onboarding training on week days, additionally be available occasionally for weekday training and up-skill sessions.

Our Environment:

Our environment is fast paced, high-energy and the team is passionate about its customers, the product and the vision. You will enjoy;

- Fun, supportive and experienced team
- Brand new, spacious office in Gasworks with End-of-Trip Facilities
- Arcade machine, ping pong table and shuffleboard
- Real long-term career progression
- Competitive pro-rata market salary
- Cash bonus based on quarterly performance + Micro Rewards
- Great learning & development opportunities; courses & conferences
- Fully stocked kitchen with free drinks and snacks