

# 1<sup>st</sup> Level Operations Engineer (Sysadmin IT)

## About Mindcurv

We help our customers rethink their digital business, experiences, and technology to navigate the new digital reality. We do this by designing sustainable and accountable solutions for humans living in a digital world. Mindcurv holistically covers the market's need to digitalize business processes and customer experiences and take advantage of the cloud following DevOps and agile principles.

Within our Infrastructure department, we apply an agile approach to provide true on-demand cloud computing. We implement on cloud, on premise and hybrid global infrastructures using automation techniques and infrastructure-as-code. We have 1 position to cover.

## Your Role

You will closely work with senior engineers to maintain the infrastructure/cloud environment.

Your responsibilities will include

- Support multiple clients by monitoring their applications 24x7x365
- Respond to incidents, service requests, and support on minor changes
- Escalate to the Level 2 and Level 3 engineers
- Review and manage tickets from various projects and clients/stakeholders
- Require persistence, follow-up, effective communication and good customer service
- Use internal service desk system to enter and track requests, status, updates, resolution and generate report using them
- Perform system administration related to account creation, deletion and maintaining the catalog of access profiles
- Demonstrate ability to deliver the work within the defined SLA
- Work closely with team members to ensure procedures and escalations are followed and proactive communication occurs
- Support in minor changes and deployments
- Managing and monitoring backups
- Perform vulnerability monitoring and review and apply security fixes
- Review and apply patches and updates
- Willing to work in shifts that are rotated regularly including public holidays

## Who you are

- have good knowledge in Linux Operating systems like RHEL, Centos, Red Hat.
- basic knowledge of computer networks & databases.
- basic understanding of CI/CD systems like Jenkins.
- Knowledge or be familiarized in setting up and maintaining monitoring systems like Nagios, Zabbix, etc. (Included on the Study track record/ Scholar curriculum)
- Must have hands on skills and be familiarized in monitoring systems. . (Included on the Study track record/ Scholar curriculum)
- Must have a basic knowledge of scripting in Bash or Python.
- Basic understanding of Incident Management Process.
- Good to have knowledge in managing Application Performance Monitoring (APM) tools like Newrelic, Instana.
- Good to have a basic knowledge of web servers like Apache, Nginx.
- Good to have a basic knowledge of java application servers like Tomcat, Jboss.
- Good to have a basic knowledge of virtualization & docker

- Ability to work with version control systems like Git.

## Soft Skills

- Good problem solving and communication skills
- Must have a very good English level (written and spoken)
- Be curious, proactive mindset
- Challenge and participative aptitude

## What do we offer you?

Perks, like drinks and snacks, pizza sessions, gaming nights and sensational parties, a pension scheme and a great salary, we've got them all.

And if you crave an intellectual challenge, Mindcurv has you covered. Interesting projects involving the latest, hyper innovative tech. An agile, entrepreneurial environment, with lots of freedom and no politics. Work-life balance, a culture of transparency and a management team with their ears to the ground.



As we typically are the trailblazers and innovators, we're working Remote First. You only come into our office in Madrid when it adds value to be on-site.

## Our high performers

You know who really thrive with us? Self-starters, team-players and continuous learners, with an uncanny ability to handle ambiguity. We'll equip you with everything you need to succeed, help you explore the length and breadth of your domain and provide you with constant growth opportunities, to enrich your career.

## Ready for change?

Are you ready for the next step in your career? For a role in which you can be fully yourself and bring out the best in yourself, your colleagues and our clients? Don't wait any longer and send your CV in English to [angelys.porto@mindcurv.com](mailto:angelys.porto@mindcurv.com)