

Job Title : Technical Support Analyst

What you will do :

- **Ensure Platform Stability:** Monitor infrastructure and customer environments, analyze alerts, and act quickly to prevent downtime.
- **Lead Incident Response:** Own critical incidents, troubleshoot complex issues, and coordinate with System Admins, Developers, and Security teams.
- **Drive Continuous Improvement:** Perform root cause analysis, suggest process enhancements, and contribute to post-mortem reviews.
- **Mentor & Grow Teams:** Support junior colleagues, share expertise, and help build a strong, autonomous team.
- **Maintain Knowledge & Documentation:** Create, update, and consolidate internal knowledge articles and operational procedures.
- **Support Releases & Patches:** Track system updates, monitor impacts, and ensure smooth patch deployment.

- **Automation & Process Improvement:** Develop and implement automation tools and scripts to streamline system administration tasks. Identify opportunities for process improvements and lead initiatives to enhance efficiency.

What we are looking for? :

- 3+ years in technical support / system or Database administration, preferably 24/7 operations.
- Hands-on with Linux, MySQL, Apache/Nginx, Bash, Python, Proxmox. Bonus: Ansible, CI/CD.
- Strong problem-solving, analytical skills, and clear communication.
- Proven expertise in incident management, automation and monitoring systems.
- Strong understanding of data management, backup/recovery strategies, and security protocols.
- Experience coordinating with teams and owning technical decision-making during critical situations.

It will be a bonus if you are familiar with :

- Linux system (command line , filesystems, scripting)
- Virtualisation and containers (KVM, LXC , Docker)
- Networking (Configuration, Troubleshooting in enterprise environment)
- Databases (Installation, Configuration, Troubleshooting)

Why Join Us :

- Startup-like culture & collaborative team.
- Career growth, learning, and mentoring opportunities.
- Insurance, flexible hours, WFH, team events, and gourmet coffees & lunches.