

# WE ARE HIRING

## JOIN OUR TEAM



### 1. JOB PURPOSE STATEMENT

The **Application Support Engineer** will provide troubleshooting and technical support services to a wide range of our internal and external clients in order to elevate the eLipa customer experience.

### 2. KEY RESPONSIBILITIES

- Providing software application support under the supervision of the **Senior Software Engineer**.
- The Application Support Engineer will be a key member of the Merchant Support team responsible for using technology to improve business support performance and effectiveness. This duty involves using one's complex problem-solving skills to troubleshoot and provide ongoing integration support to merchants and their integration teams.
- Yours will be the first line of defence in finding the root cause of application malfunctions, customer challenges while they are attempting to integrate with our systems, as well as escalate any issues arising to the Senior Engineer or Customer Services Manager where escalation applicable.
- You will be part of the team responsible for ensuring new consumers of an application have a smooth on-boarding and testing-to-production transition process. These users could be internal eLipa users or our external clients/partners.
- You should have the foresight to anticipate and address potential issues before they become issues with good organizational skills and a keen attention to detail.
- Work with the merchant support team on a daily basis to contribute to eLipa's overall IT support efficiency and effectiveness in line with the overall company strategy.
- Performing testing and analyses on software applications functionality and suggesting improvements. Ensuring effective front end functionality of applications from a user testing and documentation support and management perspective.
- Consulting with the software development team, internal users, and external clients to improve application performance and the user experiences.
- Managing code migration across environments to ensure continued and synchronized functionality.
- Establishing the root causes of internal and/or external user and/or partner connectivity errors, and escalating serious concerns to the Senior Engineer and Customer Services Manager.
- Keeping a record of configuration changes and scheduling application updates from time to time.
- Documenting processes, changes and managing API documents evolution and monitoring application performance metrics.

### 3. MINIMUM EXPERIENCE

- A Bachelor's Degree in Software Engineering, Computer Science, Information Technology, Information Systems, Computer Engineering, or similar.
- Demonstrable experience as an Application Support Engineer in a related field.
- Advanced knowledge of front-end and back-end programming languages, such as React js, React Native, GoLang, PHP and Javascript.
- Ability to manage code migration, document configuration changes, and monitor performance.
- Exceptional ability to provide front end support to internal departments and web-based clients.
- Advanced proficiency in determining the causes of application errors and repairing them.
- Ability to keep up with innovation in application design.
- Exceptional communication skills.

#### 3.1. OUR PREFERRED TECHNOLOGY:

- React JS and React Native
- GoLang
- PHP
- Java
- Python
- Ability to use POSTMAN and other platform and endpoint testing solutions.

#### 3.2. TOP SKILLS & PROFICIENCIES

- Excellent analytical and problem solving skills.
- Ability to work both independently and as part of a team.
- Excellent customer service skills.
- Understanding of software development cycle.
- Excellent written and spoken English.
- Flexibility - responsibilities may require occasional evening and weekend work.

**A high level of personal integrity and adherence to high ethical standards are expected of you.**

To apply, send your CV to [hr@mu.elipa.global](mailto:hr@mu.elipa.global) with the subject: **Application Support Engineer**