



### Job Description

<b>Role Title</b>	Onboarding Engineer (Job Ref. No. 0087)	<b>Grade</b>	3
<b>Line Manager</b>	Principal Engineer – Customer Success	<b>Location</b>	Belfast
<b>Direct Reports (if applicable)</b>	N/A	<b>Job Function</b>	Application Engineering

#### **Role Overview**

Working on Kigen’s platform that manages devices securely, you will be onboarding new customers to the platform. Liaising with a number of teams across the business to ensure the platform is continually maintained and scalable to meet customer needs.

#### **Role Deliverables**

- Work directly with customers to Onboard them into the Kigen platform
- Working with DevOps & Networks teams to establish secure networking between Customer & Kigen (VPN/HTTPS/SMPP)
- Manage cloud deployments, including the provisioning of servers in AWS or similar
- Continuously improving the server architecture to ensure scalability in line with customer requirements
- Automate deployments to ensure we can keep up with growing demand
- Work closely with development teams to improve ease of deployment in future products

#### **Experience/Skills Required**

##### **Essential**

- SSH Hardening, Firewall and secure file transfer
- Scripting experience, Python/Bash/Shell
- Knowledge of databases (MySQL or NoSQL or MongoDB)
- Experience with VPN technologies
- Transport Layer Security
- Experience with Linux/Unix (Ubuntu, Centos etc..)
- Experience debugging problems on distributed Linux environments, preferably enterprise-class systems
- Experience working with customers to solve technical problems
- Experience with networking and IT Infrastructure
- Solution architecture
- Experience with project management tools such as Jira, confluence or other
- Strong communication skills – virtually and in person to customers and tech experts
- Will thrive on autonomy

A real team player who aspires to the idea of our core values of:

- Passion for customer success.
- Be excellent to all.
- Think big, act fast.

##### **Desirable**

- Experience of Java programming (Object Oriented Programming)
- Experience with Azure or AWS or similar



- Knowledge of Web services (SOAP, REST APIs)
- Experience with source control tools, e.g. Git
- Experience of Containerisation/Virtualisation, e.g. Docker, Hypervisors such as Xen/ESXi
- Apache Tomcat
- Knowledge or experience with devops, continuous integration, test automation and continuous deployment
- Experience of SMPP and SMS system
- Experience with smart card or embedded systems technologies
- Hazelcast Platform (Open Source in-memory data grid)