

## Implementation & Platform Engineer- Job Description

**Department:** Customer Success

**Team:** Application and Production Support Team

### **Job Description:**

Join our Customer Success team at JISA Softech Pvt Ltd as an Implementation and Platform Engineer. This role is crucial for deploying, integrating, and maintaining the platforms and systems with our customer applications. The successful candidate will ensure that our software products and solutions are implemented efficiently and maintained effectively, guaranteeing optimal performance and satisfaction for our clients.

### **Key Responsibilities:**

#### **Implementation and Deployment:**

- Assist in the cross-platform implementation and deployment of JISA's products and solutions, ensuring compliance with pre-defined cloud models and on-premises setups guidelines.
- Optimize software settings to align with application and best practice guidelines.
- Ensure correct installation and functionality of products and solutions on application servers like Apache Tomcat, Nginx, IIS etc.
- Install and configure software applications on servers, ensuring proper integration with existing systems, including Java, Apache Tomcat, databases, and deploying WAR files.
- Prepare and configure the necessary hardware, software, and network environments for successful application deployment.

#### **System and Environment Setup:**

- Prepare and configure necessary hardware and software environments for successful application deployment, focusing on cross-platform systems.

#### **Integration and Configuration:**

- Integrate various software applications with existing systems to ensure seamless functionality across platforms.
- Resolve any integration issues, collaborating with development teams to adjust configurations as needed.

### **Troubleshooting and Support:**

- Provide technical support for software applications, diagnosing and resolving issues related to cross-platform systems, software configurations, and network setups.
- Utilize debugging skills to identify and fix issues within the software and its deployment environment.

### **Performance Monitoring and Continuous Improvement:**

- Monitor application performance to identify areas for improvement or upgrades.
- Stay informed about the latest technologies and best practices in implementation engineering and suggest improvements to existing processes.

### **Documentation and Process Improvement:**

- Create and maintain detailed documentation of all implementation processes, configurations, and troubleshooting steps.
- Stay continually informed about industry trends and participate in continuous improvement initiatives to enhance system reliability and performance.

### **Training and Collaboration**

- Participate in training sessions to better understand the products and solutions offered by JISA Softech Pvt Ltd.
- Work closely with cross-functional teams to ensure effective problem resolution and knowledge sharing.

### **Collaboration and Project Management:**

- Work closely with cross-functional teams, including developers, system administrators, project managers and support teams, to ensure seamless integration.
- Plan and execute implementations within defined timelines, managing project deliverables and stakeholder communications.

### **Client Engagement:**

- Regular interaction with clients to understand their technical needs and challenges.
- Serve as a proactive problem-solver, anticipating client needs and offering solutions that enhance their business operations.

### **Additional Requirements:**

- Willingness to travel on an ad-hoc basis for client-side deployments and support.
- Ability to engage in long-term deployments at client sites, ensuring continuous support and project success.
- Availability for 24x7 on-call support to address critical system issues or emergencies.
- Engage in opportunities for professional growth and skill enhancement through on-the-job experiences and company supported training programs.
- Contribute directly to the success of our clients and the growth of JISA Softech Pvt Ltd.
- Work within a supportive and dynamic team that values collaboration and innovation.

**Skills Required:**

**Technical Skills:** In-depth knowledge of Linux operating systems, networking fundamentals, and application servers such as Apache and Nginx.

**Networking Skills:** Understanding of networking fundamentals, protocols, and configurations for effective system communication.

**Problem-Solving Abilities:** Strong debugging and troubleshooting skills.

**Communication and Customer Service:** Excellent verbal and written communication skills, inspiring confidence while leading customers

through the steps to resolve issues. capable of producing detailed documentation and providing user training.

**Educational Qualifications:**

- Bachelor's degree in Computer Science, Information Systems, or a related field.
- Preferred certifications: RHCE, CompTIA A+, or other relevant IT certifications, PMP etc.

**Experience:**

- This is an entry-level position; however, experience in a similar role or internship in IT support or system administration would be advantageous.

**How to Apply:**

- Interested candidates should submit a detailed resume and a cover letter explaining their qualifications and why they are a good fit for the role to [insert application email or platform].

**Know your department****Customer Success:**

The department focused on ensuring customers are satisfied and derive maximum value from your products or services. It works towards customer retention and success metrics.

**Application and Production Support Team:**

A team within the customer success department, which likely deals with the technical aspects of customer support like maintaining and supporting applications used by customers.

**Implementation and Platform Engineer:**

A role within this team, presumably responsible for the technical setup, implementation, and maintenance of solutions and platforms supporting customer applications