

Job description

IT Support Engineer

About Contify

We are a team of analysts, engineers, data scientists and designers building powerful intelligence tools for business users. Contify is a 360 degree market intelligence platform that enables businesses to monitor competitors, customers, suppliers, and critical market variables against event triggers on an ongoing basis with unmatched precision and relevance.

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Role Summary

- Position: IT Support Engineer
 - Function/Team: Technology Team
 - Location: Gurugram
 - Reporting to: Manager
 - Working Hours: 5 days a week. Should be flexible to work in start-up environment
 - Travel: No
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ABOUT THE TEAM:

The technology team at Contify is responsible for enhancing and maintaining the various aspects of our flagship product. This involves feature additions to our web service and our client side apps, performance/architecture enhancements, tuning our NLP, machine learning algorithms and a lot more. We stay on the cutting edge, while being sensible about it.

We are onto AWS cloud infra and utilize various components of the platform. This is fast evolving product and we do not shy away from utilizing best technology there is,

for delivering best product for our clients. It is a team of young engineers who are passionate about product and enthusiastic about technology and problem solving.

About the role:

RESPONSIBILITIES:

- Hardware (Laptop, Desktop) provisioning
- Asset management of all hardware and software (Keys, Email, 2FA etc.)
- Enterprise level security profile for all issued hardware and software across teams
- Establishing SLAs with stakeholders, tracking, monitoring and reporting of the SLAs QoQ basis
- Participating in RFPs with Sales/Solutions teams for any compliance and security related questionnaire
- Maintaining Systems Secure, Quick Turnaround for reported Vulnerabilities
- Security profile for accessibility of AWS resources and coordination with third party vendors for maintaining infrastructure

CURRENT TECHNOLOGY STACK

- AWS
- Python and Django are our primary tools.
- PostgreSQL as our database.
- Apache Solr for search.
- AngularJS and jQuery for client-side magic.
- OS - Fedora Linux
- We love trying out new things and are open to adopting new tools/frameworks if their practicality for the job at hand can be proved

DESIRED SKILLS AND EXPERIENCE:

- Engineering Graduate (preferably computer science) with 5+ years of hands-on experience as IT engineer

- Must have worked in Linux OS (any distribution open source/redhat) and Windows
- Must have experience in identifying compute requirements of various profiles in the organization, setting up and maintenance of the hardware like laptop, desktop or servers
- Must have experience in troubleshooting, diagnosing, finding RCA and fixing various hardware and software issues
- Must have set up and configured Networking (Domain Controller), Identify Configuration via ADFS/LDAP or third party software like Okta etc.
- Must have demonstrable experience of shell scripting in bash/powershell
- Must have experience of setting up VPN and knowledge of AWS Infrastructure
- Must have experience in setting up monitoring, alerting, and safeguarding against hacking across the office infrastructure
- Must have experience in setting up policy and practices in identifying vulnerabilities internally and patching up vulnerabilities identified in public domain

EDUCATION/PROFESSIONAL TRAINING :

Undergraduate: B.Tech. or equivalent

Graduate/post graduate: Preferred MCA/MS

Language skills: English

HOW TO APPLY:

Send your updated resume to hr.ops@contify.com or give us a call at +91-9818070579