



Job specification

DevOps Engineer

Core Services: ATOMS

Employment status: Permanent

Reporting to: Lennie Marais

Location: Johannesburg

About Healthbridge

As Healthbridge we exist to liberate life through transforming healthcare. We creatively look for ways to make healthcare more affordable, accessible and effective for everyone. Our innovative HealthTech solutions ensure that patients, healthcare providers and other role players in the healthcare ecosystem benefit by collaborating together.

We seek high performers with a positive, growth mindset who will thrive in a culture based on strong values, accountability, openness, collaboration and no politics.

About the team

The purpose of the IT Operations team is to engineer, build, operate and maintain the Healthbridge digital platform and core systems. The team is a custodian of skills, methods and processes and in-depth technical knowledge of the existing core Healthbridge systems.

About growth

Growth opportunities at Healthbridge are wide and varied, with excellent growth opportunities within the role itself to become a specialist. We are a dynamic and growing company that rewards great performance with not only the standard progression (take-my-boss'-job) path, but also offers exciting opportunities to those wishing to expand their horizons.



About the job

DevOps Engineers are responsible for supporting our operating systems, business applications, and supporting system applications (such as monitoring tools). You will ensure the optimal health of multiple and complex components to ensure the efficient and cost-effective delivery of our services.

Role purpose

IT Operations assumes the overall responsibility and control of IT resources to provide an efficient and cost-effective engine that drives and enables Tradebridge's purpose. Without it, all our businesses would grind to a halt. Application engineers are responsible for looking after these specific components of our engine: operating systems, business applications and supporting system applications (such as monitoring tools). As an application engineer, you will ensure the optimal health of multiple and complex components, as well as deliver to specific goals set by the IT Operations Manager.

You will ensure this by:

- Providing support services to our clients and technical employees as required.
- Monitoring and maintaining all applications and products within our environment.
- Supporting the IT Operations Manager in maintaining the availability, efficiency and stability of all production services, production systems and processes to run reliably and efficiently
- Supporting, tracking and resolving application/system-related incidents and requests within SLA.
- Assisting with the DevSecOps tasks within the Core services space.

Description

- ITIL ITSM incident and service management level 3 support.
- Daily, weekly, and monthly monitoring and reporting on server health status, exceptions, and transactional message throughput.
- Strive for 100% delivery of transactional messages to and from clients and funders.
- Responsible for troubleshooting, solution-finding, and continuous improvement relating to transactional message flow.
- Responsible for attending to tasks, incidents and requests relating to transactional message flow.
- Core Production Issue, change control management, and escalation facilitation within Healthbridge.
- Responsible for monitoring and alerting of VM's on Site24x7 and OpManager monitoring platforms.
- Implement and facilitate automation solutions that reduce the number of queries received by the support teams.



- Configuration of new Virtual Machines for client integrations.
- Configuration, monitoring and solution finding on the healthbridge TIBCO environments.
- Build and implement internal monitoring tools.

Job requirements

Qualifications and experience

- IT software, technical qualification preferred.
- 5+ years in the healthcare and/or information technology (software) sectors.
- ITIL Service management experience is advantageous
- Proficient in Windows and Microsoft servers and applications.
- Proficient in SQL and similar programming languages.
- Public and private cloud experience is advantageous

Knowledge and skills

- Analytical ability to identify and solve problems.
- Clear and logical thinking.
- Team player who is easy to work with and who functions effectively in any size team.
- Demonstrates personal motivation and a positive attitude.
- Uses initiative, and shows determination and commitment to delivery.
- Copes well under pressure.
- Demonstrates resilience.
- Strong facilitation Skills.
- Strong work ethic and drive for results.
- Values quality and produces high-quality work at all times.
- Good verbal and written communication skills, including an extensive vocabulary of general language and ICT terminology.
- Reliable – ensures that if an assignment is allocated, it will be completed as agreed.
- Willing to learn other platforms.
- Demonstrates high ethics and adherence to our values.
- DevOps experience is a requirement

Technical competencies

- Operating systems - Good working knowledge of installation, maintenance, scripting, configuration, security, monitoring, tuning and troubleshooting:
- Windows
- Linux



- Application Servers – Working knowledge of installation, configuration, monitoring, tuning and troubleshooting:
 - Java stack – J2EE, JBOSS, Glassfish, WebLogic, Tomcat, Jetty or similar
 - .NET stack – IIS, MSMQ, etc.
- Databases – good command of SQL skills (MS and MySQL dialects).
- Experience in monitoring and troubleshooting tools.
- Functional knowledge of network protocols and connectivity troubleshooting.
- Knowledge of container technology (e.g. Docker) is strongly preferred.
- Previous experience with public (Azure and GCP) and hybrid-cloud solutions is strongly preferred.
- Knowledge of basic Business Process Management.
- Log file analysis / Troubleshooting skills.

Behavioural Competencies

- High attention to detail.
- Patience and flexibility.
- Able to deliver quality and meet deadlines while working under pressure.
- Tenacity.
- Customer service focused.
- Takes ownership of systems and processes.
- Able to work independently as well as within a team.
- Good problem-solving skills.
- Good communication and documentation skills.
- Desire to learn and grow and have fun!

