



## Job Offer

To build our service organisation for IoT, we are looking for a

### Support Engineer IoT (m/f)

#### ■ About us:

Since 2008, the independent achelos GmbH in Paderborn has been developing innovative solutions, products and services for security-critical application fields with a focus on "embedded systems". We translate security requirements into stable and future-proof solutions and are a well-known entity on the market. Among our long-term clients are international groups in the telecommunications, automotive and health sectors. They trust our proven expertise and particularly value our flexibility and the security and quality of our products and services.

Visit our websites at:

[www.achelos.de](http://www.achelos.de) | [www.gumate-world.de](http://www.gumate-world.de) | [www.iot.achelos.com](http://www.iot.achelos.com)

#### ■ We offer:

For our expanding achelos IoT operations, we are looking for innovative thinkers and real team players who enjoy new challenges in the global IoT market. Currently, we are working on the launch of a new product to be used by manufacturers and operators of mobile networks to operate their IoT/ M2M solutions. The application is offered as SaaS and on-premise solution – first customer implementations are ongoing. To support our international clients, we are looking for employees experienced in support and / or in the operation of complex software solutions – also software developers who want to enhance their expertise in customer support are welcome. The job offer is directed at applicants with work experience, as well as dedicated graduates with relevant knowledge.

achelos offers interesting and hands-on tasks in security-related application fields. We work in an open, cooperative atmosphere and offer flexible working hours and home office. You will be working in Paderborn or on site at the customer.

■ **Your job:**

After getting familiar with the product, your initial tasks are in the area of 1st Level Support. Later, you will take on responsibility in the context of new support projects or work on technical solutions in the context of 2nd Level Support. In addition, you support the development of structures and tools within the service organization. Following DEVOPS principles, activities are carried out in close coordination and cooperation with the development team.

■ **Initial tasks:**

- Monitoring operating environments and applications
- Qualifying, analysing and resolving support inquiries
- Controlling and monitoring complex solutions
- Supporting regular product deployments (based on continuous integration/ delivery methods and tools)
- Documenting support requests and communication with customers

■ **We expect experience in at least one of the following areas:**

- Unix/ Linux, virtualisation (Docker) and databases (Postgres)
- Network protocols and services (e.g., HTTPS, SSL, SSH, SMPP)
- Script languages (e.g., Python, Perl) and REST WEB services

■ **Basic knowledge in one of the following areas is of advantage:**

- Mobile network architecture / infrastructure
- Cloud services (AWS) and ElasticSearch
- Handling ticket systems and knowledge management systems (Atlassian)

■ **We expect:**

- Reasonable English language skills (written and verbal)
- Willingness to perform on-call duties (24x7)

You can look forward to an exciting task in an expanding company with plenty of room for creativity.

○ Place of work:	Paderborn (or on site at the customer)
○ Time limit:	indefinite
○ Employment level:	40 hrs per week (part time is possible)
○ Leave:	30 days plus bank holidays
○ Submission:	written, via e-mail
○ Required documents/ information:	CV, reports, salary expectation and earliest possible entry date

**We are looking forward to receiving your application!**

**Annette Balks**

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