essensys

JOB DESCRIPTION

JOB TITLE: Software Support Engineer
DEPARTMENT: Technology
LOCATION: Singapore

essensys is one of the fastest-growing global proptech firms moving rapidly into our next stage of hypergrowth. Established in London in 2006, essensys was created to solve the complex operational, everyday challenges for flexible workspaces, the largest growing segment in the commercial office market.

We believe the office environment of the past is no longer - the staid, the unresponsive, and the impersonal – will be replaced with space-as-a-service and tech-oriented environment that has already attracted the world's largest enterprise users. Today, flex workspace accounts for less than 2% of the office space market and current growth estimates that will reach 30% by 2030. Traditional landlords need to adapt and have already started doing so, especially in light of COVID. The opportunity is massive.

In 2019, essensys became a publicly traded company on the London Stock Exchange and currently has regional headquarters in London, New York City, and Hong Kong. We have customers across 16 countries.

WHAT WE DO

We have built the only private cloud network to service the flexible workspace and commercial real estate industry which underpins our SaaS platforms. We simplify the day-to-day management of office buildings and the provisioning of secure Wi-Fi, internet, and digital infrastructure services to tenants. Our platforms automate key tasks and processes and help flexible workspace providers deliver highly efficient customer-centric workspace solutions. Our partners include some of the largest landlords and flex operators in the world, as we deliver an end-to-end, scalable solution by leveraging our 15 years of experience and our 100+ team of award-winning developers and engineers.

ABOUT THE ROLE

The Software Support Engineer is responsible for providing technical and operational support on the essensys production services to drive compliance with service-level and operational-level agreements. The successful candidate will be working closely with the Product and Customer Success teams, and possess the required technical skills, as well as excellent communication and problem-solving skills.

MAIN DUTIES AND RESPONSIBILITIES

The Software Support Engineer will be working outside of regular Singapore business hours, and their main duties consist of ensuring that all issues escalated to the application support queue are prioritised and managed to completion within the service-level agreement, specifically:

- Driving and performing technical root cause analysis on defect cases escalated from the Customer Success team.
- Managing the application service problem stack liaising between Product and Customer Success teams on priorities for planning and development.
- Performing production releases.
- Executing standard operational tasks that require technical skills.
- Writing knowledge base articles to assist the front-line Customer Success team to diagnose customer issues.
- Acting as the subject matter expert for our products.
- Providing scripted solutions to perform standard operational tasks and data cleansing activities.
- Providing technical feedback to the Development team to guide software improvement.
- Acting as a point of escalation within the Development team for application support technical issues.
- Working with Product and Customer Success teams to manage the prioritisation and resolution of technical support enquiries and operational tasks.
- Producing and maintaining documentation sources for standard processes, defect resolutions, and where appropriate knowledge base articles.
- Highlighting systems and operational risk, taking proactive measures to manage, and escalating where appropriate.

KNOWLEDGE AND EXPERIENCE

- Bachelor's degree in Computer Science, Software Engineering, IT or a related field.
- At least 5+ years of experience in a similar role.
- Experience in supporting complex, real-time mission-critical cloud-native systems as an application support engineer or similar.
- Strong commercial experience as a software developer with highly effective coding skills acquired in a hands-on capacity in a modern web development technology stack ideally including JavaScript/ES6, Node, TypeScript, React, SQL / NoSQL, serverless, and cloud.
- Advanced level understanding of REST API design for extensibility and portability.
- Experience with Amazon Web Services, particularly Cognito, API Gateway, DynamoDB, EC2, S3, Route53, and Lambda functions.
- Highly proficient in the use of relational and NoSQL databases, preferably DynamoDB and PostgreSQL.
- Strong knowledge of best practices in modern software engineering and methodologies, including XP, ATDD, CI/CD pipelines, test automation, and automated release management.
- Experience using advanced monitoring solutions.
- Demonstrable successes in the development of AWS native and cloud hybrid solutions on API-first, microservices target architectures, and serverless frameworks such as Lambda are highly desirable.
- Practical insights into software delivery in an agile way of working context are highly desirable.
- AWS Certified Cloud Practitioner is highly desirable.
- AWS Certified Develop or Solutions Architect (Associate) is desirable.

APTITUDE AND PERSONAL QUALITIES

- Works effectively, efficiently, and extremely result-oriented.
- Tenacious problem-solver with a strong analytical mindset.
- Excellent communication and interpersonal skills.
- Strong listening skills, and ability to understand, analyse and write solutions clearly and concisely.
- Solid organisational skills, including multitasking and time management.
- Self-motivated, and able to work independently.
- Interest in Real Estate, PropTech, and Saas.