



OPERATIONS SUPPORT ENGINEER



WHO ARE WE?

At OpenMotics, we are re-imagining, re-designing, and re-engineering the way your building works. Smart building automation increases comfort, lowers your energy consumption and with optimised energy flows we help fighting the global carbon footprint.

We are looking for passionate and creative people who love developing tomorrow's IoT platform. OpenMotics is a fast-growing company with a no-nonsense culture that gets stuff done.

We build a professional open source building automation platform including automation hardware, energy measurement capabilities and a dynamic cloud management interface allowing the functionality to be extended by 3rd party services.

We get off on solving real problems in the most elegant manner possible and want to work with people who think alike. We're a team but also a family. We dream big, iterate fast, and like to build a better future.



YOU...

- ... have a Master or Professional Bachelor in CS/IT/ICT or equivalent through experience
- ... are responsible for actively extending, improving and monitoring a modern cloud infrastructure using the latest technologies
- ... are responsible for managing the resolution of support tickets and incidents. The objective is to expedite the resolution by ensuring that the proper teams are engaged and provide communication to the relevant internal stakeholders and the customer
- ... ensure tickets are properly recorded and escalated
- ... have experience in handling complex situations and escalations
- ... posses good oral and written communication skills in Dutch and English
- ... take up any challenge to identify, record, document and track bugs
- ... have hands-on experience working with AWS, Docker/K8s, Prometheus, Django and Jenkins

- ... are interested in embedded devices, web applications, firmware and hardware development
- ... like to discuss technical challenges with the team and willing to step out of your comfort zone every now and then (to e.g. learn something new, or help out the team)
- ... like an environment where everything doesn't have to be serious all the time and you appreciate humor, fun and off-work activities.



NICE TO HAVES

- Knowledge of JIRA & Confluence for tracking and documenting Development background (preferably in Python/Django)
- Experience with real-time streaming data (Websockets, Kafka, MQTT, ...)
- Some basic frontend experience with JS frameworks (e.g. Angular) and testing (e.g. Selenium)
- Familiarity with time series databases



WHAT WE HAVE TO OFFER

- A function in a growing and financially healthy company with real professional development possibilities
- A lot of responsibilities. You will be part of the team, you will be part of decisions and the future of the company
- You will work in our Ghent based office and be part of a vibrant community of young start-ups with occasional after-work activities
- A contract of indefinite duration with a competitive wage adjusted for your function according to your experience and potential



CONTACT US

Are you the one we're looking for? Let's get in touch via jobs@openmotics.com