

# Support Engineer - Tier 3 - Sri Lanka

## Support Sri Lanka

BlackSwan Technologies is looking for an enthusiastic, professional, and driven Support Engineer to join our rapidly expanding team in Sri Lanka. Our success is directly related to offering top-tier customer support, and you will embody our commitment to excellence. You will have a great opportunity to contribute to building and maintaining our SaaS platform.

We are a hyper growth startup that is pushing the boundaries on the cloud environment, building the infrastructure for scaling to hundreds and thousands of enterprise customers and cherry picking the best talents for the challenge. Our amazing team in SL is at the epicentre of our journey.

Job location: Sri Lanka but remotely  
What we are looking for:

Deep understanding of Cloud Computing IaaS, PaaS and SaaS

Equivalent work experience of 3 years in Azure Support for Maintenance or Development

Effective prioritization skills and time management

Focus on client satisfaction and problem resolution

Ability to work under pressure with mission critical applications

Proactiveness in improvement introduction

Self-sufficiency in troubleshooting and ability to work as part of a team

Good communication and knowledge sharing skills

Contributing to clients' success through teamwork and delivered quality

Technical skills:

3+ years of experience in a Systems Administrator / Engineer role.

Experience in Microsoft Azure.

Experience in Microsoft Active Directory.

Experience in the Azure components & APIs.

Knowledge of databases (SQL Server and MySQL)

Good knowledge of networking fundamentals

Good knowledge of application developments using Agile, and DevOps good practices

Knowledge of Azure federation services is preferred.

Experience in using well-known languages and frameworks such as PowerShell, CLI, python, YML, JSON, Puppet, Jenkins pipe-line, Terraform, Azure Templates, Cloud Formation

Experience working with CI/CD tooling (e.g. Jenkins)

Experience with Cloud monitoring

AWS experience for above is a plus

Advantageous: Implementing Microsoft Azure Infrastructure Solutions, Architecting Microsoft

Azure Solutions, MSCE, CCNA.

What we offer:

A high-impact role in an incredibly fast-paced growth environment

Opportunity to work with leading global firms in multinational teams

Possibility to work with all the modern technologies, AI, machine learning

A competitive remuneration package and benefits (incl. family private health care scheme, group insurance)

Stable workplace with remote work option

Stable work based on employment, permanent contract

Who We Are:

BlackSwan Technologies is reinventing enterprise software through Agile Intelligence for the Enterprise – a fusion of data, artificial intelligence, and cloud technologies that provides unparalleled business value. Our multi-tiered enterprise offerings include the award-winning platform-as-a-service, ELEMENT, which enables organizations to build enterprise AI applications at scale for any domain quickly and at a fraction of the cost of alternatives. BlackSwan and its global partners also provide industry-proven applications that are ready-made and fully customisable for rapid ROI. These offerings are generating billions of dollars in economic value through digital transformation at renowned global brands. The private company maintains gravity centers in the UK, Europe, Israel, the US, and Sri Lanka. [www.blackswantechnologies.ai](http://www.blackswantechnologies.ai)

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