

Systems Engineer

Description

At MATTR we are creating tools to support decentralised identity and verifiable data. We are on the lookout for people that are passionate about emerging technology and thrive in fast paced environments. By joining our team, you will be helping to develop a whole new category of tools that support the next generation of the internet – the web of trust.

MATTR is growing rapidly, and we need a reliable systems and tools infrastructure as well as a service desk and support processes and methods for internal and external customers. As a **Systems Engineer** at MATTR you will be supporting and maintaining our internal environments, and enabling everybody at MATTR to work and collaborate efficiently and securely.

As part of this role, you will be monitoring the IT service desk to support and resolve any internal and external customer issues and be the first point of contact for all tickets raised by our external clients.

Initially not required, but in the future as MATTR grows be part of the 24x7 roster supporting our external production environments.

LOCATION – Auckland Wynyard Quarter

What you will be doing

- Providing support to MATTR's internal IT applications, systems, and end-user devices.
- Monitoring and managing the support email mailboxes and IT service desk for both internal and external customers.
- Where required log new tickets and as procedure and client commitments dictate, update existing incidents and requests in IT service desk.
- Following service process and client commitments, escalate client incidents to internal teams where appropriate.
- Collaborate with engineering professionals within the company to maintain hardware and software needed for projects to be completed efficiently.
- Work with the broader site reliability and security team implementing change and undertaking maintenance to improve and preserve the security, reliability, availability, and compliance of our cloud systems and infrastructure.
- Follow the principles of “infrastructure as code” to automate processes efficiently in our system landscape.
- Contribute to how we manage and improve our systems infrastructure and service desk.
- Providing on-call support of our systems, responding to, and resolving issues proactively and efficiently

- Most of the work is with the below technologies. You'll be handling tasks that rely on these technologies.
 - Atlassian tool stack (Jira, OpsGenie, Service Management)
 - MacOS based hardware
 - Hexnode MDM solution
 - Sophos EPS
 - Exchange Online
 - SharePoint Online
 - OneDrive for Business
 - Microsoft 365 Defender
 - Microsoft Teams
 - AzureAD
 - Microsoft 365
 - Apple Business Manager

What are the skills and requirements needed?

You will

- Have minimum 5 years of experience providing enterprise system support including service desk experience.
- Strong background in running JIRA products (Jira Software, Jira Service Management, OpsGenie) efficiently in a large environment
- Have Microsoft 365 certification to administrative level and champion growing Microsoft 365 infrastructure using automation
- Have experience in cloud networking and platforms
- Experience with cloud-based MDM solutions
- Identifying manual tasks and automating them will be a passion
- Have excellent communications and written skills, and must be able to talk about technology intelligently and passionately (technical and non-technical)
- ITIL principles
- Enjoy a dynamic and agile working environment
- Have a very strong customer focus

Personal and work ethics

- You are a self-starter who takes initiative, is creative, has high energy, and would thrive in a very dynamic software company.
- You are a team player who is eager to share their findings and contribute to a collective understanding – someone who is super smart and committed to making a difference - but won't trip over their ego when they turn around!

Advantageous (but not essential)

- Awareness of Self-Sovereign-Identity, Decentralized Identifiers and the Web of Trust ecosystem

- Understanding of Oauth2, OpenID Connect and other established authentication and identity management protocols

What's in it for you?

The chance to be part of MATTR, to be surrounded by like-minded peers with no ego's, an attractive salary and flexible working arrangements, and a company that lives and breathes its values every day.



CRAZY ENOUGH



MAKE FRIENDS WITH
THE EDGE



LIFT OTHERS



CHECK YOUR EGO

Sounds like you? We would love to hear from you!

MATTR values diversity in the workforce and we encourage candidates from diverse backgrounds, including those with access needs, to apply for our roles.