

ROLE PROFILE: Systems Engineer

What the role is accountable for
The Systems Engineer provides intermediate-level support for MES/OT applications and databases, ensuring reliable system operation, incident resolution, and continuous improvement of applications and data solutions. The role involves 1st and 2nd line application support, database administration, development of custom applications and interfaces, and the design of BI reports and dashboards to enable data-driven decision-making.
Role reporting
Technical Operations Manager
A typical day may include (ideally no more than 10 – 12 characteristics)
Application & Database Support • Provide 1st and 2nd line support for MES/OT applications, ensuring system stability and availability. • Perform routine database support, administration, and maintenance. • Troubleshoot application and database-related incidents and requests within SLA timelines. • Monitor application performance and recommend improvements. • Ensure compliance with data security, governance, and company standards. • Support of backend services, Backups, Antivirus, Virtual Platforms and monitoring Development & Customization (Contract Dependent) • Support and maintain custom applications and interfaces that integrate with MES/OT systems. • Perform database development tasks, including stored procedures, triggers, and scripts. • Collaborate with business users and developers to translate requirements into technical solutions. • Support change management processes for application and database modifications. Business Intelligence & Reporting • Design, develop, and maintain BI reports and dashboards to support business and operational needs. • Ensure data accuracy, integrity, and usability for decision-making. • Provide support and enhancements to reporting platforms as required. • Automate recurring reports where possible to improve efficiency. Projects & Continuous Improvement • Contribute to MES/OT-related projects by providing technical input on applications and databases. • Assist with upgrades, patches, and migrations for supported systems. • Research new technologies and methods to enhance application and data capabilities. • Document technical procedures, workflows, and solutions for knowledge sharing. Customer & Team Engagement • Communicate effectively with users, business stakeholders, and team members. • Provide clear updates on incidents, requests, and project tasks. • Collaborate with engineers across infrastructure and applications teams. • Share knowledge and provide guidance to junior team members.
Qualifications we look for
Essential Qualifications: - Grade 12

- MCSA Preferred Qualifications: - ITIL Certification - Advance technical IT qualifications relevant to IIT/MES	
Experience we look for	
- 5+ Years of Experience in OT/MES Environment - 10+ years of IT Experience - Experience supporting process-driven environments such as mining, petrochemical, or manufacturing operations will be advantageous.	
How the role raises the bar	
Technical Skills	Soft Skills
• 1st and 2nd line MES/OT application support. • Database support and administration (SQL Server/Oracle). • Database development (queries, stored procedures, scripts). • Development and support of custom applications/interfaces. • BI reporting development and support. • Dashboard design, development, and maintenance. • Application performance monitoring and optimization. • Knowledge of ITIL practices (Incident, Request, Change, CMDB).	• Strong problem-solving and analytical ability. • Good communication skills with both technical and non-technical users. • Ability to manage priorities and work under SLA pressure. • Team player who collaborates effectively across functions. • Attention to detail and focus on data accuracy. • Willingness to continuously learn and adopt new technologies.