

## Support Engineer

**Job Role:** Support Engineer

**Job Location:** South Africa

**Experience:** 2-4 yrs

### Job Description

#### **Production Support**

- Investigate and resolve production issues affecting salesforce users.
- Analyse logs, debug errors, and identify root causes of system/process failures.
- Escalate critical issues to the dev team.
- Assist end-users with login issues, permissions, and access-related problems.
- Provide support for Salesforce functionalities, including reports, dashboards, and workflows.
- Guide users on best practices to optimize their use of Salesforce.
- Work closely with business users, developers, and administrators to improve Salesforce functionality.
- provide post-deployment testing support to confirm system stability.

#### **Release engineer**

- Coordinate with development and release teams to ensure smooth deployments.
- Validate deployments using Copado or other CI/CD tools.
- Collaborate with developers, admins, and business teams to align release timelines with project goals.
- communicate release plans, ensuring all stakeholders are informed.
- Monitor and troubleshoot deployment failures, resolving conflicts between different components.
- Maintain sandbox environments, ensuring they are in sync with production.
- Troubleshoot environment discrepancies and resolve configuration issues.
- Work with QA teams to verify test results and ensure no regressions occur after deployment.
- Monitor system performance after releases and quickly resolve any issues that arise