



Job Title: IT Operations Engineer

Location: Koropi (Attiki) -Commuting to work is available with Company Buses from Doukissis Plakentias metro station

Micrel Medical Devices SA (www.micrelmed.com) is a dynamic medical technology company, with global commercial presence, which is designing, manufacturing and marketing “smart drug delivery systems.” The company offers a full range of ambulatory infusion pumps and related disposables for a broad array of hospital and home-based patient treatments, such as Chemotherapy, Clinical Nutrition, Pain Management, Immunotherapy, Parkinson’s etc.

Micrel Medical Devices SA is currently looking for an **IT Operations Engineer** to join our R&D team. As an **IT Operations Engineer** you will be responsible for the configuration, deployment, administration, and maintenance of IT applications which are used for product development and quality operations. You will be a key contributor in the selection and implementation of new technologies and architectures, during the continuous product and infrastructure improvement.

Main responsibilities include:

- Setup, configure, maintain, and administer software used by the R&D, quality management and operations teams according to project and business needs. Indicative applications include: Atlassian Jira, BitBucket, Jama (requirement management tool), EtQ Reliance (electronic quality management system), SCADA system.
- Assist in the definition of requirements, maintain configuration records, and support validation (CSV) of configured software tools.
- Establish and document IT related practices and processes.
- Setup and maintain servers on premises and on third party providers (primarily CentOS Linux)
- Ensure availability, maintainability, monitoring of services.
- Investigate and resolve software and infrastructure related issues and coordinate resolution with external partners if needed.
- Act as an escalation point for customer helpdesk of our eHealth service, providing technical support.
- Assist sales and marketing activities related to our eHealth service by providing technical guidance and support.

We are looking for people with

- BSc/MSc in Computer Science, Engineering or equivalent.
- Proven work experience, at least 3 years, in an IT operations or DevOps Engineering position.
- Working experience in configuring and administrating IT applications such as Atlassian Jira, and version control systems.

Micrel Medical Devices SA

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- Ability to query data using sql language and to configure relational databases.
- Comfortable with scripting using Bash and/or Python.
- Familiarity with the Linux operating system and troubleshooting.
- Good understanding of networking technologies: TCP/IP, DNS, Load Balancing, Routing, and Firewalling.
- Good understanding of cybersecurity issues and ability to implement security measures.
- Understanding of technical support practices such as ticket documentation, service level agreements, statistics and escalation processes.
- Excellent written and verbal Greek and English communication skills.
- Nice to have: Experience in formal testing/validation of configured software applications; Ability to implement advanced monitor and logging services on production servers.
- Self-starter, able to execute independently, with light supervision
- Ability to work efficiently with cross functional teams
- Strong sense of accountability
- Commitment to quality and compliance
- Solution-oriented and pragmatic thinking and acting

If you are interested, please send your CV at careers@micrelmed.com, including the job title in the subject.