BrainMill AB is looking for new talent

BrainMill AB is hiring for two different roles:

- Network Help Desk and Support Technician
- Software Developer

Read more about the roles below, and submit your application with resume (CV) to jobs@brainmill.com.

Network Help Desk and Support Technician

BrainMill AB, the company managing Chalmers Studentbostäder's network, is looking to grow its team which operate and enhance the network and related services.

The positions are hourly based with relatively flexible schedules and you will be part of a team which share the responsibilities with you. On-boarding and initial training to make you familiarized with the role will be provided.

In this role you will be the face of the company as you provide the first line of support, meaning assisting users through the service desk function and helping them troubleshoot and solve the problems on their own, and when that fails, troubleshoot the case in the field. It also means responding to incidents such as fiber breaks, power outages, crashing hardware and software. Your problem-solving skill will be put to the test as you have to address the variety of issues that can come up.

The role requires that you are based in Gothenburg in order to have quick access to the sites.

Job Responsibilities

- Manage the service desk
    - Respond to queries via the service desk web portal
    - Guide customers through troubleshooting and suggest best remedy
    - Schedule and perform occasional home visits to diagnose cable faults
    - Escalate unresolved issues to next support level
- Respond to incidents such as fiber breaks, power outages, crashing hardware and software
- Continuously apply troubleshooting flow chart diagrams on the work and make improvements
- Manage customer information documents
- Update FAQ
- Update customer self-help guides and tutorials

Software Developer

The company BrainMill AB is looking for additional people to grow its team of people with development skills.

The positions are hourly based with flexible schedules, with an expectation of working at least 8 hours per week. You will be responsible for executing your tasks efficiently and in an effective manner. On-boarding and initial training to make you familiarized with the role will be provided.

In this role you will be working on development tasks related to both the Internet Service Provider business of BrainMill and related activities, as well as other activities related to other businesses. The scope of development activities ahead of you is wide ranging and your ingenuity will be put to the test. You will work in a team with other developers, but you will own and be responsible for your own tasks.

We prefer if you are based in either Gothenburg or Lund, but exceptions are possible.

Job Responsibilities

- Turn ideas and concepts into working software
- Produce clean, efficient code based on good software development practices
- Integrate software components with third-party programs
- Document software architecture and components
- Work with automated build system
- Packaging software for deployment
- Own the software even as it gets deployed into production
- Troubleshoot, debug and gather feedback from running software
- Integrate concepts for analytics of Key Performance Indicator metrics
- Work independently as well as in team

Qualifications and Skill Requirements

- Problem solving
- Practical network experience - basic level
    - configuring home routers, static/dynamic IP
    - a basic understanding of TCP/IP
    - a basic understanding of the domain name system
    - basic experience of some network troubleshooting tools
- Linux user familiarity (as our systems are Linux based)
- Customer support experience a bonus

If you believe you meet these criteria, apply!

Additionally, qualifying experiences/skills, individually or in some combination, are:

- Driving license (B)
- Experience of configuring managed network equipment
- Additional system administrator experience (Debian/Ubuntu, RedHat/CentOS)
- Programming skills
    - system languages such as Bash and Python
    - web development (backend/frontend)
    - SQL experience

Qualifications and Skill Requirements

- Problem solving
- Programming skills (some combination and knowledge level of):
    - Algorithms
    - Client/Server communication and API's
    - Data structures
    - Data models
    - Databases and schema design
    - Finite state machine
    - Messaging systems
- Programming experience (any combination of):
    - C/C++
    - Erlang
    - Go
    - Python
    - Rust
- Software development tools
    - Containers
    - Enhanced development environment (for example integrating syntax checks, e.g. "linting", in editor)
    - Git
- Linux user familiarity (as our environments are Linux based)

If you believe you approximately meet these criteria, apply!

Additionally, qualifying experiences/skills, individually or in some combination, are:

- Significant Erlang programming experience
- Experience with network protocol programming
- Experience with automated build systems
- Experience with authentication concepts such as JWT
- Hardware development and design
- Additional system administrator experience (Debian/Ubuntu, RedHat/CentOS)

Benefits

- Wellness grant
- Phone subscription
- Work computer

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