

IT Engineer

Purpose:

Digital Gaming Corporation is looking for passionate IT Engineers to help support our platform, delivering the content of choice for casino operators and their players. You will be working in a small but high performing IT team to create something special. Online gaming is set to be one of the fastest growing industries in the US as regulation allows online gaming to expand into the various states.

Our casino platform is designed for fast and efficient deployments and seamless integration into a high performing library of online casino games. You will need to assist with the hosting, management and updating of this technology to ensure our success.

A talented trouble-shooter, it'll be your job to work with our customers to fix problems and provide solutions across a vast array of technologies. The team will deliver unparalleled tech support and customer service to a growing customer database.

Please be prepared to work in a rapidly expanding team which will require the ability to support a rapidly expanding infrastructure and customer base, if you like monotony this is not the job for you.

Duties include, but not limited to:

- Ensure all Production and UAT environments are effectively monitored.
- Ensure seamless on boarding on new customers
- Contributing to improve the product & team through collaboration, Innovation, automation and process improvements.
- Ownership of technical projects by providing technical expertise, implementing efficient solutions, ensuring minimal risk and communicating all required information and key milestones to relevant stakeholders.
- Provide mentorship and training to new engineers and new starters.
- Plan software releases and configuration processes to ensure minimal risk and product downtime.
- Creating and updating documentation for team processes and supported products.
- Deploy all scheduled software releases and configuration changes taking every precaution to minimize risk and product downtime.
- Analyse and understand logged incidents with a strong technical and commercial awareness in order to prioritise and respond effectively within agreed SLA targets.
- Provide effective, efficient and professional solutions to all customers' queries or concerns.
- Achieve key performance indicators and customer satisfaction metrics.
- Provide support and deployment functions outside of normal working hours when required.
- Expectation to be available for escalations at agreed times.

This job description is not intended to be an exhaustive list of responsibilities. The job holder may be required to complete any other reasonable duties to achieve business objectives.

DIGITAL GAMING CORPORATION LTD

Registration number: 08761407 (England and Wales). VAT number: 224618223
Registered office address: 7/10 Chandos Street, Cavendish Square, London, W1G 9DQ
Place of business: Unit 720, Catalyst House, Centennial Park, Elstree, WD6 3SY, United Kingdom
Phone number: +44(20) 8736 5868. Website: www.digitalgamingcorp.com. Email address: info@digitalgamingcorp.com

Skills & Behavioural Requirements:

- 2-4 Years Industry experience
- Proven experience on boarding new customers
- Ensure all Production and Staging environments are effectively monitored.
- Ensure seamless on boarding of new customers
- Ownership of technical projects by providing technical expertise, implementing efficient solutions, ensuring minimal risk and communicating all required information and key milestones to relevant stakeholders.
- Plan software releases and configuration processes to ensure minimal risk and product downtime.

Essential & Desirable Requirements:

- Ideally you would have experience using;
 - Windows Server
 - SQL Server
 - IIS Web Server
 - F5 Load Balancers
 - XML
 - JSON based APIs
- Advantageous experience working with;
 - PowerShell
 - C#
 - .NET
 - Node
 - Vue JS
 - Grafana
 - ELK Stack (Elasticsearch /Logstash / Kibana)
 - Metricly
 - App Insights
 - SCOM

How to Apply:

All applications need to be submitted via email to igamingrecruitment@digitalgamingcorp.com
Please ensure you have attached an updated copy of your CV and a motivation letter supporting your application.

Please note this role is based in the Isle of Man.

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