

Job Descriptions:

Role:

Support Engineer Databases

Job Description:

- At least 2+ years of relevant IT experience.
- 2+ years of experience in one or more of the following database platforms: Oracle, PostgreSQL.
- Knowledge in cluster architecture is a MUST
- Knowledge on Unix, Linux, Cron Jobs and Shell scripting / programming.

Activities to Perform:

- Provide high quality support for the production and non-production environments.
- Providing incident, problem and change management support.
- Responsible for handling critical incidents and problems.
- Getting involved in RCA discussions, tuning and capacity management related activities.
- Responsible for advanced configurations (Replication).
- Defining backup and recovery policy.
- Onsite-offshore co-ordination, customer co-ordination.
- Co-ordination with other technology towers and support vendors.
- Participating in project related discussions
- Mentoring and knowledge management related activities.
- Defining service improvement planning and implementation.
- Responsible for database SLA compliance.
- Willingness to work on weekend changes and should be able to provide On Call support outside business hours and during weekend.

Required Languages:

- Fluent English

Job location:

- Aqs, Aqs

Email:

erick.padron@softtek.com

Role:

Support Engineer CITRIX

Job Description:

- +2Years of experience
- Design Implementation and TroubleShooting
- Active Directory, DNS, DHCP, IP v4, GPO, IIS
- Application packaging and integration, and performance tuning skills
- PKI Infrastructure
- ESX 5.5, ESX 6.5, vCenter Server, Appliance,
- vCloud, vRealize,Clustering, Resource Pools,
- HA, Virtual Switch, Datastore Provisioning,
- ESX Host Deploy and Configuration.
- Strong HBA and Storage

Activities to Perform:

- Configure and Maintenance Citrix Servers
- Deploy Applications
- Managing Accesses and Permissions
- Implement, maintain and secure roaming profiles and folder redirection to ensure user accessibility and functionality
- New Host ESX Provisioning
- Add/Remove new host to vCenter
- Provisioning Datastore (New, Expand)
- Migrate Servers Physical to Virtual
- Maintenance Health and Performance
- Patch ESX, vCenter
- Provisioning new virtual machines

Required Languages:

- Fluent English

Job location:

- Ags, Ags

Email:

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Role:

Software Engineer

Job Description:

- 4+ years of experience
- Linux: Shell, SFTP, vi, cron, etc.
- Base de Datos Relacional: Informix
- 4GL Informix
- Deseable Lenguaje C
- Ayudaría conocimiento básico de mainframe y DB2

Required Languages:

- Fluent English

Job location:

- CDMX

Email:

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Role:

Software Engineer BI

Job Description:

- +4 Years of experience
- Good understanding of what ETL is (Extraction, Transformation & Load)
- good understanding and/or work experience with data warehousing concepts.
- have the skill to draft, analyze, and debug SQL queries.
- understand the data flow from upstream to downstream services/apps
- be skilled in diagnosing complex data warehouse ETL processes, business logic failures, and data flows, in order to quickly resolve issues.
- Experience working as Support Engineer L2
- Positive can-do attitude
- Good communication skills

Activities to Perform:

- Candidate will be responsible to provide support to the business customers and the Dev team on any issues that may happen in production during business hours and on call over weekends when required.
- Will be responsible to monitor job schedules, troubleshoot issues related to jobs failing/delayed or with incorrect source data; as well as to perform restoration steps as needed.

- Validate source data/files are provided correctly.

Perform validations and restorations during change requests schedules.

- Create and execute complex queries to provide specific data to customers for their own validations.

Required Languages:

- Fluent English

Job location:

- Ags, Ags

Email:

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Role:

Sr. Associate End Point Service

Job Description:

- Linux
- Administration
- Clustering (Preferred skill)
- RedHat 5/6/7
- Volume Management (LVX/VxVM/ZFS)
- Patch Management
- Shell Scripting (Korn, Bash, Perl)
- VMWare
- Experience in enterprise setting
- Configuration of host settings (CPU, RAM, Storage and Networking)
- Performance Optimization
- Migration
- Implementation
- Windows
- Administration
- Storage Management
- Windows Patch Management
- Working knowledge of PowerShell
- Security Issue Remediation
- MS Windows 2008, 2012, 2016, 2019 – at least a few variants

Cisco UCS

- Experience with ESX/Vsphere and UCS Platform Administration
- Development
- Python
- Ruby
- Configuration Management
- SaltStack
- Ansible
- Puppet
- Data Encryption Technology (Linux)
- PGP, PKI, SSL
- Splunk
- Ability to write queries

Activities to Perform:

- Responsible to assist in providing IT engineering services, estimates & designs leveraging best practices and standards.
- Interpret requirements and leverage standards to develop detailed solutions.
- Leverage technology roadmaps.
- Collaborate with cross domain architects, engineers, delivery and operations teams.
- Maintain technical and business knowledge of industry trends.
- Ensure solution have effective investment economics with scale
- Provide direction to deployment teams to implement solutions.
- Provide next tier support for operational team.
- Contribute to engineering process.
- Communicate status upward and across organizations

Required Languages:

- Fluent English

Job location:

- Mexico City

Email:

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QA Manager Senior

Job Description:

Full ownership of QA activities with the implementation of baselines and processes.

Ability to drive QA processes such as Test Strategies and Test Policies.

Strong business analysis mindset.

Adherence and knowledge of QA Key Performance Indicators.

Work ethic with the ability to drive the QA implementation at the beginning of the lifecycle.

Knowledge in the Retail field.

PL/SQL experience is a nice to have.

Activities to perform:

Implement QA activities roadmap based on a TMMi assessment.

Implement elemental and fundamental QA processes for the success of the organization and development lifecycle.

Drive the QA process from the ground on a Retail business company.

Create and deliver Key Performance Indicators for business inspection and calibration.

Manage a Process Improvement methodology through the software development lifecycle.

Required Languages:

Fluent English

Job location:

Aguascalientes (se puede validar la opción de otras sedes)

Email:

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QA Manager Proficient

Job Description:

Test Design and Execution

Working in Agile and Waterfall methodologies

Reporting metrics and progress on QA activities

SQL

Jira, ServiceNow and/or TFS knowledge

Automation experience/knowledge is nice to have

Activities to perform:

Design and execute test cases based on requirement analysis

Help the QA Lead in the implementation of QA processes across the team

Make sure the test suites (Smoke, Regression and others) are up to date and executed regularly Report QA activities to the QA Lead

Set the path for the automation process initialization through establishment of test suites, estimations and planning.

Required Languages:

Fluent English

Job location:

Aguascalientes (se puede validar la opción de otras sedes)

Email:

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Security IT Administración De Soluciones de Access Management

Job Descriptions:

Role: administración de soluciones de Access Management

Job Description:

Conocimiento en administración de soluciones de Access Management (BeyondTrust, CyberArk, o cualquier otra)

Conocimiento en administración de Privilege Access Management

Activities to Perform:

Administración y soporte de la herramienta de BeyondTrust, creación de reglas y políticas, atención a requests de usuarios.

Contacto directo con el manager del lado del cliente.

Required Languages:

English Fluent 100%

Job location:

Location: AGS, CDMX, MTY, ENSENADA, GDL

Email:

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SOC Cloud Architect

Job Description:

Bachelor's Degree in Computer Science, Information Technology or an equivalent

Certification CCSK, CISSP, CCSP, SSCP, CSA

Certification in Cloud Technologies in AWS/Azure is preferred

Experience: 2-4 years of experience required as a Certified SOC Analyst (CSA)

Cloud Security tools – Palo Alto Prisma, Nessus Pros, Trend Micro Cloud one, Azure Sentinel, AWS Security Hub

Required Non-Technical Skills:

English language – Very Good verbal and written communication skills.

Results oriented - Highly detail-oriented and productivity-oriented

Excellent attention to detail and good analytical skills

Organized, timely, and customer service-oriented

Ability to work well independently and in a team setting

Adaptability, flexibility and ability to deal with ambiguity and change

Activities to Perform:

Network Defense (monitoring, detecting, analyzing, identify potential threats and expose vulnerabilities)

Incident Response

Computer Forensics

Reverse Engineering

Third-party vendors assessment

Provide best practices of cloud migration factory

Decision making, modify the plan to attain end-results

Define and document objectives for the project; determine budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team

Demonstrate experience and foresight with cloud migration stakeholders

Documentation, create, maintain, detailed sufficiently to be useable.

Formulate statements of problems; establish procedures to solve them

Lead - Work with various groups (technical, non-technical). Examples: Network, Server, identity Management, Security, Database Administrators, and Application Development groups

Collaborate with stakeholders to identify and document end-to-end cloud migration factory requirements for transition from on-premises to cloud. This includes systems (on-premises and cloud applications, network, infra, data, etc.), people, process, policy, and procedures.

Meet in conference with stakeholders and other project managers and state problems in a form capable of being solved

Collaborate with stakeholders to identify and mitigate risks

Responsible and accountable for multiple, simultaneous migrations, stakeholders and success.

Manage the project during the operations startup by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters

Prepare plans, charts and diagrams to assist in analyzing or displaying problems

Required Languages:

English Fluent 100%

Job location:

Location: AGS, CDMX, MTY, ENSENADA, GDL

Email:

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Archer Development/Architect

Job Description:

2-5 years Archer Development/Architect experience

Good interpersonal and communication skills

Ability to operate effectively in a fast-paced environment with competing and shifting priorities

Ensures rigorous attention to detail in all work activities and products

Results-driven and accountability-minded

4+ years of overall IT Experience.

Archer Admin Certification preferred

Knowledge of SQL/REST API/Powershell.

Experience in LDAP, Active Directory, Single Sign-On and web service integrations

Activities to Perform:

Implement GRC solutions in RSA Archer

Familiarity with Governance, Risk & Compliance practices

Support definition of Program objectives and design processes such as compliance assessment, risk identification, and remediation management

Gather detailed Technical and Functional requirements and develop applications using Archer

Configure Archer solutions based on Technical and Functional requirements using SDLC concepts and agile methodology

Develop effective tracking and reporting mechanisms using Archer

Develop process flow diagrams, dynamic reports and dashboards to provide risk summary

Develop ability to intake and correlate data feeds from multiple sources and formats

Administer of the Archer platform Responsible for configuration and implementation of Archer core Use Cases as well as On Demand Applications

Responsible for the configuration of Archer data feeds to enable flow of data within Archer as well as to outside Responsible for the management of the Archer software lifecycle

Responsible for executing application upgrades

Responsible for incident management, enhancement implementations and bug resolution

Prepare communications that are comprehensible, accurate and effective

Required Languages:

Very Good 90%

Job location:

Location: AGS, CDMX, MTY, ENSENADA, GDL

Email:

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Cloud Security Architect – AWS

Job Description:

Experience with Security Architecture and/or Engineering

Experience with AWS Cloud platforms

Experience architecting solutions within Amazon Web Services (AWS)

Experience with assessment, development, implementation, optimization, and documentation of a comprehensive and broad set of security technologies and processes

Working knowledge of common and industry standard cloud-native/cloud-friendly authentication mechanisms (OAuth, OpenID, etc)

Experience with deployment orchestration, automation, and security configuration management (Jenkins, Puppet, Chef, etc) preferred.

Experience with service-oriented architecture for cloud-based services.

Experience working with cloud security and governance tools, cloud access security brokers (CASBs), and server virtualization technologies.

Solid knowledge and understanding of security regulations and best practices such as PCI, SOX, HIPAA, or the ISO 27000 family of standards

Experience with enterprise applications (architecture, development, support, and troubleshooting).

Experience performing threat modeling and design reviews to assess security implications and requirements for introduction of new technologies.

Strong interpersonal and communication skills; ability to work in a team environment

Ability to work independently with minimal direction; self-starter/self-motivated

Demonstrated experience communicating technical information to business clients and less experienced technologists

Ability to write technical documentation

Activities to Perform:

Implement security architectures for cloud and cloud/hybrid based systems, defined by the business. Possess a firm understanding of the offerings Amazon Web Services (AWS) platforms. Based on business requirements, design and implement cloud-native architectures and designs that will allow those requirements to be met with a minimal degree of risk to Organization and with appropriate security controls present.

Represents Security Platform in implementation of the overall global enterprise cloud architecture.

Work with Engineering, Infrastructure Services, and Application Development areas to choose appropriate solutions and facilitates complete integration into the company environments. Develops standards in partnership with Engineering, Infrastructure Services, and Application Development.

Write technical documentation and document architecture

Required Languages:

Very Good 90%

Job location:

Location: AGS, CDMX, MTY, ENSENADA, GDL

Email:

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SCCM Sys Admin

Job Description:

SCCM Sys Admin

Must have

System Administration

Microsoft System Center Configuration Manager

Software packaging (Primary function)

Managing SCCM related to deployments, collections and Software OnDemand

Manage ticketing system deployment queue and process deployment tickets, acting as point of escalation
Interface with business on a regular basis to support requests.

Routinely evaluate operation process and application configuration, recommending and implementing enhancements.

Scripting

Power Shell VB, , Batch

SQL and WQL Queries

Networking

ServiceNow, Flexera, Qlikview, Tableau

WSUS patching, MS Access, SQL Reporting Services, SCUP

Required Languages:

Fluent English level

Job location:

CDMX, Mty, Ags.

Email:

erick.padron@softtek.com

Role: Admin SCCM

Job Description:

System Administration

Microsoft System Center Configuration Manager

Software packaging (Primary function)

Managing SCCM related to deployments, collections and Software OnDemand

Manage ticketing system deployment queue and process deployment tickets, acting as point of escalation
Interface with business on a regular basis to support requests

Manage deployment schedule and planning

Routinely evaluate operation process and application configuration, recommending and implementing enhancements

Scripting

Power Shell VB, , Batch

SQL and WQL Queries

Required Languages:

Very Good / Fluent English

Job location:

CDMX

Email:

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[Administrador Active Directory](#)

Job Description:

Exchange Server Administrator (nice to have)

Azure administration (nice to have, basic knowledge)

Active Directory Administrator

DNS and DHCP Administrator

Powershell

Windows 2003, Windows 2008, Windows 2008R2, Windows2012,Windows 2016

Required Languages:

Very Good / Fluent English

Job location:

Any GDC

Email:

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DATABASE

Job Description:

Support Proficy SOA Workflow

Support to applications running on the servers.

Ability to work on call Shifts including weekends and off bussinness hours.

Trouble-shooting skills and fluency with IT technical terms

Hands-on experience Microsoft Operating Systems (Win NT, Win 2K, 2003 Server, XP)

Strong skills in data, statistical analysis

Technology Knowledge (Diverse, vb, html, office, etc)

Activities to Perform:

Database, an programming skills

Required Languages:

Very Good English

Job location:

Aguascalientes

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