Company: IAM Experts Ltd
Location: South Africa
Role: Operations Support Engineer
Job Type: Permanent, Full-time, Hybrid

Operations Support Engineer

About IAM Experts:

IAM Experts is a leading consultancy firm that provides professional services in Identity Access Management (IAM) to organisations worldwide. With over 16 years of industry recognition, we are committed to delivering expertise and dedication to every project. Collaborating with established leaders and emerging vendors, we stay ahead through continuous technology watch. Operating across three continents with offices in the UK, France, India, and South Africa, our diverse team is proficient in 5+ languages, supporting clients globally. We take pride in our international reputation and rely on the support of over 350 valued consultants in the IAM space. In our dynamic environment, we promote open communication, respect, trust, and ongoing improvement.

Interested in joining our team of skilled professionals? We are currently seeking an **Operations Support Engineer** specialising in SailPoint IdentityNow for our new office in **South Africa**.

Job Description:

As an **Operations Support Engineer**, you will be responsible for ensuring the smooth operation and maintenance of a SailPoint IdentityNow platform. You will play a crucial role in providing technical support, troubleshooting issues, scheduling, and monitoring access review campaigns, reporting on platform performance and governance KPIs and implementing enhancements to optimise system performance. This role is based in South Africa, with flexibility for remote work.

Key Responsibilities:

- Monitor, maintain, and report on the SailPoint IdentityNow platform to ensure uptime and performance meet or exceed service level agreements.
- Provide technical support to end-users and resolve any issues related to Identity and Access Management.
- Collaborate with cross-functional teams to implement system enhancements, upgrades, and integrations.
- Support regular system audits and security assessments to ensure compliance with industry regulations and internal policies.
- Document procedures, configurations, and troubleshooting steps to facilitate knowledge sharing and training.
- Schedule, monitor, and report on access review campaigns based on the customer schedule.
- Provide support and guidance to application owners on data integrity and governance KPIs (e.g. account correlation, orphan accounts).

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or related field.
- Proven experience working with SailPoint IdentityNow for at least 2 years.

- 3+ years of experience in IT and at least 2 years in IAM.
- Strong understanding of identity management concepts, including provisioning, authentication, and authorisation.
- Proficiency in scripting languages such as PowerShell, Python, or Shell scripting.
- Excellent problem-solving skills and attention to detail.
- Effective communication skills with the ability to interact with both technical and non-technical stakeholders.

Preferred Qualifications:
- SailPoint IdentityNow certification(s) or relevant professional certifications.
- Experience with cloud-based identity solutions and integrations.
- Knowledge of LDAP, Active Directory, and SAML protocols.
- Familiarity with DevOps practices and tools such as Ansible, Terraform, Kubernetes, and Java.

Compensation:
Gross salary: This will be determined based on the candidate's experience.
Holiday: 15 days, plus bank holidays.

Work Style: Hybrid
This role is full-time hybrid, based in South Africa. We are open to candidates seeking 100% remote roles. Please note, we do not currently offer visa sponsorship.

Why Join Us:
At IAM Experts, you'll have the opportunity to work with cutting-edge technologies and collaborate with a talented team of professionals. We offer competitive compensation, comprehensive benefits, and opportunities for career growth and advancement. If you are passionate about technology and cybersecurity and thrive in a vibrant environment, we'd love to hear from you!

IAM Experts is an equal opportunity employer and values respect, diversity, inclusivity, and fairness in the workplace.

Contact:
If you want to be part of our dynamic and talented team, send your CV and cover letter to careers@iamexperts.org.