

# Support Engineer

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**LOCATION**

Belfast / Fully Remote /  
Hybrid Options Available

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**CONTRACT**

Permanent Full-Time

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**SALARY**

Negotiable

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## Join us developing scalable innovative solutions

EventMAP are specialists in planning, scheduling, and resource management solutions. Originally a spin-out from Queen's University Belfast, innovation is placed at the heart of our solution approach. EventMAP continues to scale rapidly and are seeking talented individuals to join our growing product teams.

EventMAP develops intelligent software platforms used across a number of sectors including Education, Healthcare, Government and Defence, helping organisations optimise complex scheduling, planning and operational processes using advanced optimisation techniques and AI-driven technologies.

As part of a dynamic and growing engineering organisation, you will play an important role in ensuring the quality, stability and reliability of our software platforms.

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## Role description

EventMAP are seeking Support Engineers to join our Product Support and Operations teams. This role focuses on providing technical support to customers, investigating issues, assisting with platform operations, and ensuring the smooth delivery of services across our software platforms.

The role sits between Customers, Product Development, QA, and DevOps, helping to resolve support requests, investigate technical issues, coordinate releases, and maintain operational environments. Support Engineers play a key role in ensuring customer satisfaction while contributing to the reliability and performance of EventMAP solutions.

You will work closely with customers, developers, QA analysts, and infrastructure teams to diagnose issues, provide technical assistance, support deployments, and contribute to the continuous improvement of EventMAP products and services.

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## As a Support Engineer, you will:

### Customer Support & Technical Assistance

- ◆ Manage and progress assigned customer support tickets through to resolution
  - ◆ Investigate and troubleshoot software, configuration, and performance-related issues
  - ◆ Provide technical assistance to customers through email, support portals, and video calls
  - ◆ Work directly with customer stakeholders to understand issues and provide effective solutions
  - ◆ Escalate complex issues to Development or QA teams where required
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### Release & Product Support

- ◆ Coordinate customer communications relating to software releases and updates
- ◆ Verify release readiness and ensure customers are informed of new functionality or changes
- ◆ Assist with post-release support and issue investigation

### DevOps & Operational Support

- ◆ Fulfil internal and customer requests relating to environments, tenancy setup, configuration changes, and access management
- ◆ Support provisioning and maintenance of customer environments and hosted services
- ◆ Review and process tenancy extension requests where applicable
- ◆ Assist with deployment activities and operational change requests

### Monitoring & Incident Response

- ◆ Monitor platform alerts and system health notifications
- ◆ Investigate infrastructure, application, and performance alerts
- ◆ Work with engineering teams to identify root causes and implement corrective actions
- ◆ Maintain clear communication during incidents and service disruptions

### Continuous Improvement

- ◆ Document known issues, workarounds, and support procedures
- ◆ Contribute to the creation and maintenance of operational and support documentation.
- ◆ Identify recurring issues and provide recommendations for product and process improvements
- ◆ Support initiatives to improve service quality, customer experience, and operational efficiency

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## Skills & requirements

### Essential Experience

- ◆ Strong analytical and problem-solving skills
- ◆ Experience supporting software applications or SaaS platforms
- ◆ Ability to investigate and diagnose technical issues methodically
- ◆ Strong customer service and communication skills
- ◆ Experience managing support tickets and prioritising workloads effectively
- ◆ Ability to communicate technical concepts to both technical and non-technical audiences
- ◆ Strong organisational skills and attention to detail
- ◆ Ability to work collaboratively across Support, Development, QA, and Product teams

### Desirable Experience

- ◆ Experience in a Software Support Engineer, Technical Support Engineer, Application Support, or Service Desk role
- ◆ Familiarity with cloud-hosted applications and SaaS environments
- ◆ Experience with ticketing and issue tracking platforms (e.g. Jira, Azure DevOps, GitHub, Zendesk, Freshdesk)
- ◆ Experience investigating API-related issues and integrations
- ◆ Basic knowledge of SQL and database querying
- ◆ Familiarity with monitoring and alerting platforms
- ◆ Exposure to DevOps practices and deployment processes
- ◆ Experience working in an Agile software development environment

Applicants must have the legal right to work in the UK at the time of application.

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### Personal Attributes

- ◆ Customer-focused mindset.
- ◆ Strong sense of ownership and accountability
- ◆ Calm and methodical approach to troubleshooting
- ◆ Ability to work independently and as part of a team
- ◆ Eagerness to learn new technologies and business domains
- ◆ Commitment to delivering high-quality customer outcomes

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### What's in the EventMAP package?

- ◆ An excellent package of salary and benefits depending on experience
- ◆ A focused (but relaxed) working environment that will keep you at the top of your game
- ◆ Opportunities for career progression within a rapidly growing technology company
- ◆ Exposure to innovative optimisation and scheduling technologies
- ◆ 28 days holiday + 5 statutory days

As this role forms part of a newly expanding Support capability within EventMAP, there will be opportunities for the right candidate to grow with the team. As the Support function develops, there may be opportunities to progress into senior or leadership roles, helping to shape and manage the Support team as it expands.

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### Interested in a career with EventMAP?

To apply please send your CV and cover letter to:

[jobs@eventmapsolutions.com](mailto:jobs@eventmapsolutions.com)