Technical Support (1 FTE)

A technical support role is all about running the OS reference implementation within a certain (cloud) infrastructure. As technical support specialist you know everything there is to know about the OS reference implementation:

- the APIs
- logging
- metrics
- security (API, TLS, etc)
- command line utilities
- configuration
- storage
- backups
- resource management

In order for the OS reference implementation to be used correctly, it needs to be correctly integrated within an infrastructure. This is highly dependant on the infrastructure, but in general you'll need the knowledge on the workings of:

- reverse proxies/ingresses
- dns, TLS configuration
- docker/virtualization
- installation/deployment scripts/tools