



Position Description – Operations Engineer

About Byte

Byte is an award-winning IT service organisation that provides 'as a service' solutions that empower Professional Services. Byte partners with world-class technology partners to ensure you get the best advice, every time.

Byte's core purpose is to 'Build teams that deliver the extraordinary'. This purpose is achieved through operating from five key values, these values are intertwined in everything we do both internally and externally.

Core values:

Evolve – Ability to improve, re-invest yourself, encourage growth and individual ability and creativity

Invested - Empathise to customer needs, solve issues systematically challenge and balance company values

Spirited – Creates energy, takes joy in the task that is infectious, can-do, happy to help, no-ego, enthusiastic

Strong Resolve – Courageous, nothing is too hard, get things done

Selfless – pass on knowledge to others willingly

Our success is directly attributable to our talent for attracting, selecting and enabling the highest calibre of employees. We value our people and invest heavily in ensuring they stay at the bleeding edge of their game. Our excellent consultants have extensive expertise across various technologies and our management team has over 20 years' experience in the realm of IT consulting and management.

About the role

The Operations Engineer resides within the Managed Services Team and will be required to execute daily preventative maintenance activities whilst, responding to incoming events detected by our monitoring tools. The successful candidate will act as an escalation point for the Level 2 service desk and provide strategic direction to management in relation to recurring events and risks within Client environments. There will be a strong focus on service improvement through automation and scripting.

The position also involves the following:

- Executing daily operational activities including infrastructure health checks
- Executing scheduled maintenance activities
- In-depth technical analysis of events to identify root cause and prevent repeat service downtime
- Transitioning new clients and assessing client-specific trends and requirements with the aim to reduce events over time
- Scheduled Patch and Back Up management
- Automation and Scripting
- Responsible for Change Management tasks
- Developing and compiling operational reports/dashboards
- Producing procedural documentation
- Participating in a rotating on call roster (after hours)

Position Description – Operations Engineer

Key Accountabilities

- Customer infrastructure (Minimum 99% availability)
- Patch and Back up management (100% completion)
- Customer satisfaction (Result of 8+ on quarterly Customer surveys)
- Automation and Scripting (Minimum 3 per quarter)

Key Result Area

- Customer systems are healthy and available

Skills

- Proven skills in Automation and Scripting
- Proven skills using Monitoring Tools
- Ability to articulate technical information in a user-friendly manner
- Excellent prioritisation and time management skills
- Highly developed analytical and problem solving skills

Required Qualifications

- Microsoft Certified Solutions Expert (MCSE)
- VMWare Certified Professional
- Citrix Certified Associate – Virtualisation (CCA-V)
- Network Certification (CCNA)
- ITIL Foundation Certificate
- Tertiary qualifications in an IT or related discipline

Experience

- Minimum 4 years' experience within a Managed Services environment, supporting multiple Customers
- Experience troubleshooting various storage and back up technologies
- Proven experience supporting server and network infrastructure
- Experience in using an ERP system
- Kaseya VSA/KNM
- Sciencelogic