



## Position Description – Senior Support 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 Senior Support Engineer resides within the managed services and an escalation point for resolving incidents and service requests in line with company procedures.

The position also involves the following:

- Participating in a rotating on call roster

### Key Accountabilities

- Application Support
- Automation
- Customer Satisfaction
- Application Maintenance

### Key Result Area

- Resolution of incidents and service requests

### Skills

- Previous experience within an IT Managed Services Environment, supporting multiple customers
- A strong client focus with excellent customer service skills



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- Excellent communication skills, both verbal and written
- Previous experience implementing service improvements
- Good analytical and problem solving skills
- Excellent prioritisation and time management skills
- Ability to articulate technical information in a user-friendly manner

### Essential Technical Skills

Experience supporting server infrastructure including:

- Citrix
- Active Directory
- Windows Servers (various generations)
- Microsoft Exchange

### Desired Qualifications

- Tertiary qualification in information technology
- ITIL Certification
- MCSA (Window Server 2008 or 2012)
- MCSA (Office 365)
- Citrix Certification

### Experience

- Minimum of 3 years' experience in a Support Engineer role
- Server Migrations
- Skype for Business
- Monitoring Toolsets
- Azure, AWS & Soft Layer
- Firewall fundamentals
- DNS
- DHCP
- WSUS
- Mentoring
- Experience in the (ERP) Connectwise

Experience troubleshooting and administering Office365:

- End user troubleshooting
- Directory Sync/Azure AD
- User Account Management

Experience with virtualisation:

- Citrix concepts and troubleshooting
- VMware concepts and troubleshooting

Knowledge of Networking Fundamentals:

- IP Troubleshooting



## **Position Description – Senior Support Engineer**

- Subnetting
- Core understanding of routing