



## 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 Team and an escalation point for resolving incidents and service requests in line with company procedures.

The position also involves the following:

- Telephone support providing updates and resolution of escalated tickets
- Knowledge base creation (KB articles)
- Support junior staff in incident resolution
- Participating in a rotating on call roster (after hours)
- Site visits to resolve incidents
- Internal support and project assistance

### Key Accountabilities

- Prompt ticket management (SLA adherence of minimum 98%)
- Customer Satisfaction (Result of 8+ on quarterly Customer surveys)
- Infrastructure Maintenance (100% of the weekly scripts and change requests completed)
- Innovation to improve Customer experience (Minimum of 60% of resolved escalations resulting in a completed KB article)
- Own, manage escalations through to completion (100% completion)

### Key Result Area

- Resolution of incidents and service requests



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### Skills

- A strong client focus with excellent customer service skills
- Excellent communication skills, both verbal and written
- 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

Supporting server infrastructure including:

- Active Directory
- DNS
- DHCP
- Citrix
- WSUS
- Windows Servers (various generations)
- Microsoft Exchange/O365

Troubleshooting and administering Office365:

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

Virtualisation:

- Citrix concepts and troubleshooting
- VMware concepts and troubleshooting
- MS Azure (beneficial)
- AWS (beneficial)

Knowledge of Networking Fundamentals:

- IP Troubleshooting
- Subnetting
- Core understanding of routing

### Required Qualifications

- Tertiary qualifications in an IT or related discipline
- ITIL Certification
- MCSA (Window Server 2008 or 2012)
- Citrix Certified Associate – Network (CCA-N) (beneficial)
- MCSA (Office 365)
- MCSE
- Citrix Certified Professional - Virtualisation (CCP-V)



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### Experience

- Minimum of 3 years' experience in a Support Engineer role supporting multiple Customers
- Skype for Business
- Firewall fundamentals
- Previous experience implementing service improvements
- Monitoring Toolsets
- Azure, AWS & Soft Layer
- Experience in using an ERP system