



## Position Description – Support Engineer

Advertised: 08 Aug 2017 12:00 AM AUS Eastern Standard Time

Applications close: 24 Aug 2017 11:55 PM AUS Eastern Standard Time

Please send your CVs to [businessops@byte.com.au](mailto:businessops@byte.com.au)

This is a full time, continuing position located at the Byte's Head Office in Melbourne

### About Byte

Byte is a Boutique Systems Integrator that is an ideal fit for organisations that seek to use technology as an enabler to manage and optimise their business. We offer end-to-end solutions that help organisations assess, architect, to support & manage, and to optimise and innovate their IT systems. Byte partners with world-class technology partners to ensure you get the best advice, every time. We provide clients with peace of mind by taking care of their IT Services issues, so they can concentrate on what they do best: managing their core business.

Byte's team of expert technology professionals are the key to providing high quality and technically diverse services. 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:

Byte is currently expanding its service offerings and we are seeking talented engineers with managed services experience to join our growing team.

The Support Engineer resides within the managed services help desk and is responsible for resolving all level 1 and 2 incidents and service requests in line with company procedures.

The position also involves the following:

- Providing telephone support and ensuring first call resolution where possible
- Participating in a rotating roster (7am-6pm)
- Daily reviews of client infrastructure to ensure operational availability
- Site visits to resolve incidents where required
- Involvement with client on-boarding and projects
- Participating in a rotating on call roster

### Skills:

- Previous experience within an IT Managed Services Environment, supporting multiple customers
- A strong client focus with excellent customer service skills
- Excellent communication skills, both verbal and written
- Previous experience implementing service improvements
- Good analytical and problem solving skills
- Excellent prioritisation and time management skills



## **Position Description – Support Engineer**

- Ability to articulate technical information in a user-friendly manner

### **Required Skills and Qualifications**

- ITIL Certification
- MCSA (Window Server 2008 or 2012)
- MCSA (Office 365)

### **Essential Technical Skills:**

Experience supporting server infrastructure including:

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

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
- Subnetting
- Core understanding of routing

### **Highly Desirable Experience and Qualification:**

- Citrix Certification
- Server Migrations
- Skype for Business
- Monitoring Toolsets
- Azure, AWS & Soft Layer
- Firewall fundamentals