



Position Description – 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 Support Engineer resides within the Managed Services Team and is responsible for resolving all level 2 incidents and service requests in line with company procedures.

The position also involves the following:

- Telephone support & providing first call resolution where possible
- Participating in a rotating roster (7am-6pm)
- Participating in a rotating on call roster (after hours)
- Logging tickets and escalating to the appropriate team
- Internal support and project assistance

Key Accountabilities

- Prompt ticket management (SLA adherence of minimum 98%, 70% first call resolution)
- Telephone Support (Available Minimum 90%)
- Customer Satisfaction (Result of 8+ on quarterly Customer surveys)
- Innovation to improve Customer experience (Contributing to a minimum of 3 KB articles)

Key Result Area

- Resolution of Level 2 incidents and service requests



Position Description – Support Engineer

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

Technical Skills

Server infrastructure including:

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

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)
- MCSA (Office 365)

Experience

- Minimum 2 years' experience within an IT Managed Services Environment, supporting multiple customers
- Experience in using an ERP System
- Previous experience implementing service improvements