

Service Engineer – Level 2 Position Description

Employer	MicrotechDPS	Location	Riverina
Name	Position Vacant	Branch	TBD
Position	Service Engineer – Level 2	Employment Type	Full Time
Team	MSP IT Team	Direct Reports	NA
Reporting to	Service Delivery Manager	Total hours	38 hours per week
Probation Period	6 Months	Approved By/Date	

Organisation Summary

We are technology architects creating ‘business harmony’.

In today’s digital economy we provide the blueprint for efficient and cost-effective business strategies that cover On-Premises & Cloud IT Solutions, Document Storage, Print Services and Managed IT Support.

Our holistic approach makes MicrotechDPS unique as your technology business partner by managing the life cycle of your IT & Print Investments, from planning to procurement through to installation, training and ongoing support. We build long-term relationships with our clients by learning and understanding what they do, and then matching solutions to the activity that drives your business.

MicrotechDPS is your local technology partner with global connections. We help you focus on your business while we manage the essential technology that makes your business work for YOU.

Our Vision

To lead our clients and people through innovative technology transformation so that together everyone succeeds.

Our Values

Be Real	Act with honesty and integrity in everything you do.
Be Passionate	Be proud and enthusiastic about the role we play in using technology to transform our customers organisations.
Be Resourceful	Solutions to problems are often not found in peripheral sight. Be inventive with how we approach challenges and leverage the collective minds and resources we have at our fingertips and beyond.
Be empowered	Be a master of your own destiny and drive change to continually enhance customer experiences and your team’s work life.
Be a leader	We lead by example. In the quality of work and the results we achieve for our customers.

Purpose of the position

You will be responsible for handling support tickets remotely & onsite, building relationships with clients and involvement with projects to build your knowledge and experience. Most importantly, working within a great team environment where we only grow together and values what you do.

The primary objective of this position is to provide awesome first-line tech support to our incredible clients and MicrotechDPS staff. We pride ourselves on keeping our customers informed, prioritising tasks effectively, taking care, pride, and ownership in everything we do. Our ideal candidate will embrace our strong customer support approach and our values.

Responsibilities and duties

- Serve as an escalation point from Level 1 for all clients and internal staff seeking assistance
- Solving the easy through to intermediate incident/problem tickets for clients
- Direct unresolved issues to the next level of support in a timely manner
- Technically assisting on project work to build experience
- Logging, tracking, and updating the customers queries within our ticketing System
- Monitor and respond to system health-checks on our environments for any alerts through RMM
- Manage incidents/problems from start to finish.
- Develop and update client documentation using the knowledge base system
- Identify and suggest possible improvements on procedures

Qualifications

- Certificate IV, Diploma or Graduate degree in Information Technology

Work experience and skills

Essential experience

- Minimum 1 years' experience in a desktop/MSP/ISP IT support role assisting customers both on-site and remotely
- Experience installing and configuring hardware, software, systems, networks, and servers
- Experience providing escalated technical support to clients and being an escalation point for internal teams
- Testing and evaluating new technology
- Microsoft certification in MS100 and MS101

Desirable qualifications

- MSP experience is highly desirable
- Certifications in relevant technology
 - Office 365/Azure
 - Active Directory
 - Window Server operating systems
 - VMware
 - Fortinet
 - Watchguard
 - Datto (RMM, DR, Networking, Autotask)
 - Firewalls & Networking
 - Servers & Storage
 - ITIL

Personal qualities and behavioural traits

Essential qualities or behaviours

- You're able to build strong relationships with customers, partners and vendors to enable the best end-user experience
- Ability to communicate effectively and efficiently, with the ability to provide advice to non-technically minded customers
- Work collaboratively; open, honest and friendly individual
- Responding in a timely manner to service issues and requests
- Proactive problem solver with attention to detail
- You have excellent verbal and written communication
- You can manage your time and prioritise your workload effectively
- You're able to perform in high-pressure situations and keep customers informed and calm in an outage or incident
- You love to investigate solutions and enjoy looking for ways to work smarter and innovate through technology

Benefits and Culture

- Join our dynamic team who simply love helping our clients and each other
- Brilliant range over 30 clients from ??-?? users
- Ongoing Training and Certification as required for professional development and career growth.

Manager's signature:

Performance review period: Every three months

Next review date:

