

## Service Engineer – Level 3 Position Description

<b>Employer</b>	MicrotechDPS	<b>Location</b>	Riverina
<b>Name</b>	Position Vacant	<b>Branch</b>	TBD
<b>Position</b>	Service Engineer – Level 3	<b>Employment Type</b>	Full Time
<b>Team</b>	MSP IT Team	<b>Direct Reports</b>	NA
<b>Reporting to</b>	Service Delivery Manager	<b>Total hours</b>	38 hours per week
<b>Probation Period</b>	6 Months	<b>Approved By/Date</b>	

### 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**

We seek a friendly, professional, and self-motivated individual to provide third-level remote and on-site technical services to key customers and to provide mentorship to our service team. A passion for providing excellent customer service is essential to the role, as is the ability to work autonomously.

A major focus of the position will be the proactive development and improvement of technical standards at all customer sites and to work closely with our Service Delivery Manager to ensure our customers recognise this value. The ability to demonstrate effective customer relationship management is essential, as is the need to always manage customer expectations.

## **Responsibilities and duties**

- Lead the design and delivery of client solutions
- Act as an escalation point in diagnosing and resolving complex issues
- Mentor and support other engineers
- Contribute to pre-sales solution design work
- Conduct research and advise on current and emerging technologies
- Setup, manage and monitor cloud/on-premises solutions
- Provide remote and onsite support for our clients across a variety of industries
- Work as part of a team to deliver the best possible outcomes
- End-to-end delivery of server/network implementation and migration projects
- Onsite installation of end user devices, network, and server hardware
- Report directly to the Service Delivery Manager
- Maintain and update internal documentation

## **Qualifications**

- Graduate degree in Information Technology

# Work experience and skills

## Essential experience

- Previous experience in an MSP role
- Strong Windows Server experience
- Strong Active Directory, DNS, DHCP and group policy experience
- Strong Office 365 and Azure experience
- Strong Exchange and Exchange Online experience
- Experience with backup and anti-virus systems
- Experience with various network technologies (switching, routing, VLAN, WLAN, WAN, VPN)
- Proven experience in project delivery
- Experience with ticketing and RMM systems
- Microsoft certification in MS100 and MS101
- Other certification as deemed necessary by the role
- Testing and evaluating new technology
- Fortinet
- VMWare
- ITIL V4 Certification

## Desirable qualifications

- Certifications in relevant technology
  - Active Directory
  - Window Server operating systems
  - Watchguard
  - Datto (RMM, DR, Networking, Autotask)
  - Firewalls & Networking
  - Servers & Storage

# 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 across many industries
- Ongoing Training and Certification as required for professional development and career growth.

### Manager's signature:

Performance review period: Every three months

### Next review date: