



Required skills and Qualifications for the application of - Qualified Tier 2 Engineer:

Qualifications:

- A+ and N+ certification
- Microsoft MTA or MCSA: Office 365
- MCSA: Windows 10
- MCSA: Windows Server 2012/2016 Certifications

Skills and Experience:

- 5+ Years of professional IT experience
- Valid driver's license, insurance and reliable personal vehicle
- Skilled experience with Microsoft Windows Server and Desktop Operating Systems
- Experience supporting Microsoft SharePoint to include light development and troubleshooting of SharePoint applications in Office 365 environment
- Desktop/laptop imaging and setup
- Ability to thrive in a fast-paced, changing environment
- Handle high levels of pressure
- Excels in an independent working environment
- Strong organization and time management skills
- Excellent task tracking and recording ability
- Ability to multitask

Job Description:

- Provides troubleshooting and resolution for the following:
 - Password issues
 - System unlocks
 - Microsoft Office application issues
 - Workstation issues
 - Server issues
 - Network and connectivity issues
 - Domain hosting issues
 - Office 365 Exchange, OneDrive and SharePoint issues
 - Active Directory and DNS issues
 - Printer and Scanning issues
 - Wi-Fi issues
 - Network shares and folder redirects issues
- Process support calls and tickets on the Helpdesk:
 - Open new tickets accurately
 - Perform data collection when logging new issues
 - Accurately log all time worked
 - Tracks support activity and update the management system in near Realtime
 - Closes tickets in the ticket management system with summary resolutions
- Analyse reports and provide quotations:
 - Analyse monthly reports
 - Provide clients with upgrade planning quotations
 - Pull reports as and when required to back findings
 - Pull reports on client request



- Provide proactive support on the NOC:
 - Monitor critical network and servers
 - Actions alerts on the helpdesk
 - Provide proactive support services through Realtime monitoring and management of client networks
 - Automate support tasks and maintenance tasks through network management tools
- Collaborates with other IT Anywhere technical resources to resolve complex issues
- Creates clear, concise documentation in instructional knowledge-based articles
 - Create how-to documents on successfully resolving a common issue
 - Create system checklists for T1 staff to follow when completing a ticket
 - Create KB articles on known issues and resolution
 - Create client specific tutorial documents
- Provides onsite support for clients (when requested)
 - Perform emergency call outs where remote support is not possible
 - Perform emergency repairs, hardware collection, deliveries to customers, suppliers and repair centres

This is a growing company that will only fit a self-motivated and driven individual.

Please do not apply if you do not meet the stipulated criteria and qualification.

To apply, please visit www.itanywhere.co.za/careers

Kind Regards,

IT Anywhere HR Department.