Technical Engineer:

Job description

MUST BE BASED IN CAPE TOWN.

We're looking for a qualified and experienced individual to join the Gravi8 Team.

Personality we are looking for:

· A versatile and service-oriented mind-set

· Great communication skills

· Understands the importance of documentation

· Attention to detail, but also has good memory recall

· Open to learn, but also willing to teach

Expectations:

· Reviewing and attending to support tickets assigned to you

· Ensuring support tickets are updated with ticket progress

· Ensuring tickets are completed timeously and in its entirety

· Ensuring a summary of work done or resolution of the ticket is always listed on the ticket

· Assisting clients as best you can, or escalate to the Escalation Team if you are not able to assist

· Effectively troubleshooting software/hardware issues that arise

· Constant communicate with the client to manage their expectations

· Liaising with third party vendors when required

· Self-learn and research into topics and problems you are not familiar with

· Keeping up to date with latest technology and possible technology that can be used

· Proposing any new enhancements to the client's assigned vCIO to help improve the client's IT journey and experience

Skills / Requirements:

· Matric pass

· Networking + Certification

· A+ Hardware Certification

· MCSE/MCSA Equivalent

· 5+ Years experience in a technical support as well as MSP environment, Server and Network support

· Excellent problem-solving skills backed by solid technical knowledge

· Excellent customer service and communication skills, with the ability to explain technical concepts to non-technical users.

· Excellent organizational and time-management skills, with the ability to manage multiple priorities in a fast-paced environment.

· Sound Understanding of
  o DNS/DHCP/Active Directory
  o Network Concepts And Network Security Best practice Knowledge
  o Configuring Routers, managed switches, wireless access points and other network devices
  o Windows Server 2012 – current

- o Hyper-V
- o Office 365 and Google Apps Configuration
- o Editing CNAME, TXT and MX records

Adequate Understanding of
- o TCP/IP and Subnets
- o Cloud environment ie MS Azure and third party cloud infrastructure
- o Basic Mikrotik configuration
- o General Firewall Knowledge such as Rule priorities and Port Forwarding

A vehicle with a petrol card will be supplied to use strictly for work purposes for call-out engineers

Job Type: Full-time

Education:
Certificate (Preferred)

License:
Drivers License (Required)