

## JOB DESCRIPTION – SENIOR SYSTEMS ENGINEER

As a member of our multi-disciplined engineering team, the Senior Systems Engineer is a single point of contact for internal ACEDA end users and external clients. The responsibilities of the role include installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment (including but not limited to Servers, PC, Active Equipment, printers and other peripherals) to ensure optimal performance.

The role requires a dynamic individual who can multi task and manage a number of tasks at any one time. You must have excellent communication skills to enable you to deal with customer requirements.

You will be responsible for troubleshooting problem areas, either in person, by telephone, or via remote access in a timely manner and provide end-user assistance where required.

The role will involve providing support out of normal office hours (evenings and weekends) the role will therefore include paid on-call rota to provide cover during these periods.

The successful candidate will have a flexible approach to learning and understanding new technologies, products and services to enhance the business offering.

### **Key Responsibilities and Accountabilities are to:**

#### **OPERATIONAL:**

- ▶ Provide user data and application recovery
- ▶ Email account administration, i.e., account creation and management and distribution lists on Microsoft Exchange Systems
- ▶ User account administration, i.e., account creation and management within Active Directory.
- ▶ Design and deployment of Group Policies within an Active Directory Environment.
- ▶ Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software
- ▶ Responsible for maintaining managed backup services.
- ▶ Responsible for tracking hardware and software inventory
- ▶ Ensure that the security and integrity of data held within the network is maintained to a high standard and that Anti-Virus and WSUS services are maintained.
- ▶ Familiarise end users on basic software, hardware and peripheral device operation
- ▶ Works with vendor support contacts to resolve technical issues within the desktop and server environment
- ▶ Dealing with hardware and application support queries and issues in a timely manner
- ▶ Dealing with queries by following departmental procedures for fault resolution
- ▶ Operates, enforces, and suggests modifications and additions to system standards and guidelines

- ▶ Create and maintain system documentation for all internal hardware & software including Local Area Network Topology inc WLAN, servers, desktops, licence agreements, Internal User Profiles, Anti Virus, Passwords etc
- ▶ Correctly records work requests using Superoffice CRM or related applications
- ▶ Ensures that ACEDA documentation procedures are followed and that all project worksheets are completed.
- ▶ Maintain adequate knowledge of operating systems and application software used to provide a high level of support

## SYSTEM / APPLICATION / NETWORK

- ▶ Install, upgrade, support and troubleshoot Enterprise Applications hosted on Windows Server operating systems
- ▶ Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime
- ▶ Troubleshooting network connectivity in a LAN/WAN environment
- ▶ Requesting and coordinating vendor support
- ▶ Develop skills with IP Communications equipment which include but are not limited to Routing and Switching, Wireless, IP telephony, and IP TV.
- ▶ Providing support to the security team in relation to IP CCTV and IP access control.

## DESKTOPS

- ▶ Install, upgrade, support and troubleshoot Windows and Microsoft Office and any other authorised desktop applications
- ▶ Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorised peripheral equipment
- ▶ Performs general preventative maintenance tasks on computers, laptops, printers and any other authorised peripheral equipment
- ▶ Performs remedial repairs on computers, laptops, printers and any other authorised peripheral equipment
- ▶ Customize desktop hardware to meet user specifications and site standards
- ▶ Performs work in compliance within specified warranty requirements
- ▶ Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels

## TECHNICAL SALES SUPPORT

- ▶ Provide technical support in Initial meetings with the client / consultant and contractors to discuss the needs and requirements in order to agree and capture these requirements and translate into a technical solution.
- ▶ Work with customers to understand their business and develop sound solutions to meet the customer's business requirements.
- ▶ Conduct site surveys with the purpose of establishing a detailed list of requirements to facilitate in the preparation of a client quotation / proposal.
- ▶ Read and understand specifications / drawings with the purpose of establishing a detailed list of requirements to facilitate the preparation of a client quotation / proposal.
- ▶ Prepare an accurate equipment list and resources required to fulfil the detailed list of requirements.
- ▶ Assist in the creation of a professional quotation / proposal for projects