

Job brief

We are looking for a Senior Technical Support Engineer to maintain, upgrade and manage our software, hardware and networks.

Resourcefulness is a necessary skill in this role. You should be able to diagnose and resolve problems quickly. You should also have the patience to communicate with a variety of interdisciplinary teams and users.

Your goal will be to ensure that our technology infrastructure runs smoothly and efficiently.

Responsibilities

- Install and configure software and hardware
- Manage network servers and technology tools
- Set up accounts and workstations
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages
- Ensure security through access controls, backups and firewalls
- Upgrade systems with new releases and models
- Develop expertise to train staff on new technologies
- Build an internal wiki with technical documentation, manuals and IT policies

Requirements and skills

- Proven experience as a System Administrator, Network Administrator or similar role
- Experience with databases, networks (LAN, WAN) and patch management
- Knowledge of security systems, policies, and controls (e.g. Firewalls, intrusion detection systems) and data backup/recovery
- Familiarity with various operating systems and platforms
- Resourcefulness and problem-solving aptitude

- Excellent communication skills
- BSc/Ba in Information Technology, Computer Science or a related discipline;

Preferred

- professional certification (e.g. Microsoft Certified Systems Administrator (MCSA)) is a plus
- professional certification (e.g. Cisco Certified Network Associate (CCNA)) is a plus