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Level 2 - IT Support Engineer

C2C analysis

Sydney • CBD, Inner West & Eastern Suburbs

Information & Communication Technology • Help Desk & IT Support

$60,000 - $79,999 • Full time

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YOUR ROLE

This role is to provide IT advice, support, and maintenance to our growing number of customers in the SMB market. Also, we have several support engineers, and are looking for this role to complement their skills with both pre-and post-sales support.

As a key member of the service delivery and support team, you will be providing 2nd level IT support to all our clients.

This role requires a good understanding of a broad range of IT infrastructure including desktops, servers, networking, and storage to name a few. You will be responsible for the day-to-day operations of our client's networks, devices and infrastructure but also expected to provide consultation to customers for improvements to their environments, typically leading to new project work.

SKILLS YOU WILL NEED TO BE SUCCESSFUL IN THE ROLE

Preferred Experience:

- A minimum of 2 years of experience in providing IT support
- MSP work experience would be highly valued
- Windows Server and Networking knowledge

Looking for Career Growth:

- Opportunity for mentorship to become a cloud engineer
- Opportunity to implement latest cloud solutions and platforms

Qualifications:

- MCSE - Microsoft Certified System Engineer (Preferred)
- CCNA – Cisco Certified Network Associate R&S (Preferred)
- Any other certification for Azure, AWS is appreciated

Preferred Experience with Office 365 administration and the following:

- PowerShell
- Office 365 Security and Compliance
- Azure AD Connect/Hybrid identity
- Defender for Endpoint, Endpoint Manager, Azure ATP
- MDM enrolment & policies management
- Knowledge of Standard Office 365 services: Exchange, SharePoint, Teams, etc…

General knowledge:

- Strong AD, DNS, SSL Certificate, Server, and Networking services
- Comfortable with any Firewall, Router, and Switch products

Employer questions

Your application will include the following questions:

Which of the following statements best describes your right to work in Australia?

Do you have customer service experience?

Do you have technical support experience?

What's your expected annual base salary?

Have you worked in a role where you were responsible for providing level 2 technical support?

Which of the following statements best describes your Covid-19 vaccination status?

How many years' experience do you have as an Information Technology Support Engineer?

How would you rate your English language skills?

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