| Company: | Clark Integrated Technologies | Date: Dec 2020 | |
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| Job Title: | 3rd Line Support Engineer | Compensation: | Click here to enter text. |
| Reports to: | Operations Director | Department: | Engineering |

## Job Description:

The 3rd Line Support Engineer role is responsible for Microsoft based Systems both Cloud based - O365/Cloud/Azure servers including Physical servers under management by CiT. You will provide a high level of expertise across a wide range of Clark IT focussed solutions based on cloud and on-premise implementation(s). You will also hold responsibility to develop best practices covering your specific area of expertise and to develop these technologies within our lab environment.

Working in a fast-paced environment where no day is the same, the ideal candidate will have at least 3 – 5 years' experience working as a 3rd Line Support Engineer with the ability to build key internal and external relationships.

## Basic Functions:

- Take ownership of issues escalated to you
- Manage incidents through to resolution
- Advise clients on IT strategy
- Plan and schedule maintenance to servers
- Responsibility for the monitoring/reporting of servers
- Ensure your skills are up to date through mentoring and training
- Ensure all documentation is up to date and to highlight areas which require improvement
- Ensure the technical validity of server related projects and liaise with sales as to any queries
- Detailed understanding of server related project work undertaken
- Ensure scope for Project work is documented
- Liaise with clients and Account Managers on Project scope
- Liaise with clients on timing of Projects
- Ensure Projects are completed within budget
- Providing assistance to Operations Director

## Additional Duties and Responsibilities:

- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses in ConnectWise as they occur.
- Communicate with clients through email, written proposal and company telecoms.
- Understand processes in ConnectWise by completing assigned training materials and blueprints on the ConnectWise University.

- Enter all work as activities or service tickets in ConnectWise.
- Mentor junior members of the support team

## Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- VMware vSphere 4.x +, installation and configuration
- NAS and SAN storage, installation and configuration
- MS O365 / Azure
- Active Directory
- DHCP
- DNS (Local)
- Microsoft Windows Server, working knowledge up to 2016 server
- Microsoft Exchange Server, working knowledge up to 2016 server
- Microsoft SQL Server, working knowledge up to 2016 server
- Microsoft Windows Desktop Operating Systems
- Patch Management
- Anti-Virus Management
- Server Backup Configuration and Management
- TCP/IP Advanced – IP Addressing Experience
- Routing – Dynamic and Static Experience
- Switching Experience
- O365 Migrations

## Educational/Vocational/Previous Experience Recommendations:

- You will preferably have 5 years' experience and hold an MCSE or MCITP and CCNA qualification as well as working knowledge of Microsoft O365 / Azure, VMware vSphere and ideally certifications in these areas.
- Preferably experience in Cyber Security and Ethical Hacking with CISMP or CISM qualifications

## Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits included.
- Performance based incentives.
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

CiT Job Description – 3rd Line Support Engineer

*The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.*