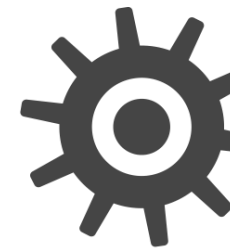




A-Team Support Engineer
Job Spec



Summary

The A-Team Support Engineer is based in Durban and will report to the Support Team Manager. We are looking for an experienced and confident technician to support both internally and GTconsult's clients. This role will include communicating with clients both verbally and in writing, so good communication skills are essential. You will need to have an in-depth understanding of Microsoft technologies, especially SharePoint, Office 365 and Azure, and the platforms associated. You will be expected to resolve issues in a timely manner and not be afraid of challenging issues. GTconsult's clients want to stay up to date with the latest new releases so you will be expected to keep your knowledge fresh and never stop learning.

GTconsult's A-Team for support provides our clients with helpdesk, maintenance and project services across South Africa and the world. On a day to day basis this role may be answering support tickets, looking into a new technology or supporting a client to migrate their data into SharePoint online.

The right candidate will be someone who loves to problem solve and is comfortable dealing with a challenging technical issue, but can also speak to a client and explain in layman's terms what is happening and exactly what has been done.

General skills:

- Communicate effectively and accurately with clients and colleagues
- Demonstrate urgency when its required
- Ability to maintain composure in pressured situations and focus on execution and delivery
- Motivated by technical challenges and ability to research and find alternative solutions or workarounds.
- Share knowledge with colleagues and clients via writing Knowledge Base articles or other reference methods.

Experience Required:

Helpdesk:

- Practical experience within a 24/7 support environment
- Communication with clients and record keeping at the highest standard
- Effective communication with line manager regarding potential risks and SLA breaches


Technical Skills:

General Server and Networking:

- Minimum 5 years working experience using Microsoft Technologies
- Must have an IT Qualification/Degree
 - Microsoft Certified Systems Engineer Certification (MCSE) or equivalent Microsoft certification is essential.
 - 3091 - Azure Security Engineer Associate (MS Certification)
 - 2946 – Productivity (MS Certification)
 - Two to three years' experience on Microsoft Office 365 and Azure implementation and support.
- Familiarity with VPN clients and Remote Access Clients (Microsoft, Citrix, FortiClient etc).
- Experience with Microsoft Windows Servers. (Active Directory, DNS, Web Application, SQL and SharePoint)
 - Ability to setup and configure a server to Microsoft best practice.
 - Troubleshoot and resolve system performance issues (High CPU usage, High Memory Usage and High Disk utilization).
 - Familiar with Load Balancing
 - Perform corrective SharePoint administration, configuration and maintenance as required. Create documentation for any function performed under any competency as directed.
 - Experience in managing monthly released Microsoft Updates
 - Managing and administering Virtualization technologies such as Hyper-V and VMWare
 - Managing Internet Information Server (IIS) for example: Monitoring and renewal of Certificates
 - PowerShell scripting and automation experience

SharePoint On-Prem:

- Install and configure SharePoint Environment (SharePoint On-Prem 2010 - 2019).

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- Maintaining and Monitoring of a SharePoint environment
 - Understanding of SharePoint Patching and the requirements going around it.
 - Possesses strong problem-solving and analytical skills.
 - Provides technical support for SharePoint users.
 - Addresses questions or concerns from business owners or directors regarding the function of the software

Experience with the following Cloud Services:

- Office 365 (Exchange Online, Teams & Skype, SharePoint Online, OneDrive, Security & Compliance, AAD and Intune)

Migration experience is a plus:

- SharePoint On-Prem to SharePoint On-Prem
- SharePoint On-Prem to SharePoint Online
- FileShare to SharePoint Online
- SharePoint Online to SharePoint Online

Attributes:

- Excellent written and oral communication skills.
- Desire and willingness to work in a collaborative, innovative, flexible and team-oriented environment.
- Ability to learn quickly in various technical and creative environments, while delivering quality work by tight deadlines.
- Is able to think and work quickly to remedy system shutdowns or serious software problems.

Send CV to talent@gtconsult.com to apply