

Job Title	<b>Senior Systems Engineer</b>
Role	<p>Facilitate effective team interaction and generating enthusiasm among team members. Challenge others to develop as leaders while serving as a role model.</p> <p>Providing support for our customers’ computer environments through a process of design and implementation, engineering everything about how the clients’ networks function.</p> <p>Ensuring that the clients’ needs are met in a realistic manner and in accordance with the clients’ budget and other limitations. Implementing the process through an approved plan followed by implementation; integration, testing; evaluation followed by any changes and enhancements.</p>
Responsibilities	<ul style="list-style-type: none"> <li>• Design, develop and implement clients’ specific computer systems needs;</li> <li>• Excellent all round networking skills – troubleshooting TCP/IP, subnetting- as well as experience with Quality of Service configuration, implementation and troubleshooting;</li> <li>• Proficient in security, remote access and Wireless LAN;</li> <li>• Undertake 3<sup>rd</sup> line support for the C-Ways product set;</li> <li>• Proficient installing solutions remotely and onsite at customer location;</li> <li>• Excellent technical knowledge of the C-Ways product set with specialism in at least one area;</li> <li>• Understand how the different departments in an organisation need to function together through collaboration and intricate design;</li> <li>• A full understanding of integrating, testing, evaluating and modifying systems. Seeing the process through from beginning to end;</li> <li>• Attending client meetings as a technical expert and to become seen as a ‘Trusted Advisor’;</li> <li>• Creating and executing project work plans and revises, troubleshooting, issue resolution and fault escalation, liaising with 3<sup>rd</sup> party suppliers;</li> <li>• Minimise risk within projects through liaison with Project Management team;</li> <li>• Adhere to SLA requirements;</li> <li>• Create reports and documentation that are thorough, detailed and able to be comprehended by clients and the support team;</li> <li>• An ability to teach the system to those who need to learn it, creating manuals as required;</li> <li>• Complete required training and development objectives;</li> <li>• Provide support and mentoring to junior engineers</li> </ul>

Requirements	<ul style="list-style-type: none"><li>• Bachelor's degree; or equivalent;</li><li>• 5 years+ experience in similar career;</li><li>• Understands how to communicate difficult/sensitive information tactfully;</li><li>• Experience of delivering service excellence within a high value environment;</li><li>• Experience working in an Enterprise scale environment;</li><li>• An ability to translate between needs of the client and actual applications/systems;</li><li>• Natural aptitude for trouble shooting and problem solving;</li><li>• A high degree of technical knowledge across C-Ways product range;</li><li>• Highly organised and efficient;</li><li>• Client facing experience;</li><li>• The ability to articulate solutions clearly and confidently to end users;</li><li>• A grasp for business to be able to understand how a system fits into a client's financial model;</li><li>• Excellent written and verbal communication skills;</li><li>• Manage multiple projects at a time while paying strict attention to detail;</li><li>• Be driven, self-motivated and flexible with a 'can do' attitude.</li></ul>
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