

Job Title	Systems Engineer
Role	<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"> • Design, develop and implement clients’ specific computer systems needs; • Excellent all round networking skills – troubleshooting TCP/IP, subnetting- as well as experience with Quality of Service configuration, implementation and troubleshooting; • Proficient in security, remote access and Wireless LAN; • Undertake 3rd line support for the C-Ways Service Desk; • Proficient installing solutions remotely and onsite at customer location; • Excellent technical knowledge of the C-Ways product set with specialism in at least one area; • Understand how the different departments in an organisation need to function together through collaboration and intricate design; • A full understanding of integrating, testing, evaluating and modifying systems. Seeing the process through from beginning to end; • Attending client meetings as a technical expert and to become seen as a ‘Trusted Advisor’; • Creating and executing project work plans and revises, troubleshooting, issue resolution and fault escalation, liaising with 3rd party suppliers; • Minimise risk within projects through liaising with Project Management team; • Adhere to SLA requirements; • Creating reports and documentation that are thorough, detailed and able to be comprehended by clients and the support team is essential; • An ability to teach the system to those who need to learn it, creating manuals as required; • Complete required training and development objectives; • Provide support and mentoring to junior engineers.

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