



An International company is looking for a dedicated **System Engineer level 2** to be a part of a growing IT team. The candidate must have relevant experience in professional services and urge for exposure to different technologies in a fast-paced environment.

**Qualifications:**

- Minimum a bachelor’s degree in Computer Science or related technology with a minimum CGPA of 3.0
- Sophos Architect Certified MCSA (Microsoft Certified Solutions Associate)
- CCNA (Cisco Certified Network Associate)
- Veeam Certified Engineer
- Minimum 4 years relevant experience
- Successfully Completed a minimum of 25 Projects

**Roles and Responsibilities**

- Diagnose and troubleshoot assigned technical issues.
- Research, identify and implement solutions to software and hardware issues.
- Taking ownership of customer issues reported/ assigned and seeing problems through to timely resolution.
- Ask targeted questions from the clients to quickly understand the root of the problem.
- Communicate with clients through a series of actions, either via phone, email, or chat, until the technical issue is resolved.
- Provide prompt and accurate feedback to customers.
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting.
- Prioritize and manage several open issues simultaneously.
- Liaise with vendors and other IT personnel for problem resolution.
- Properly escalate unresolved issues to appropriate internal stakeholders.
- Refer to internal database or external resources to provide accurate tech solutions.
- Document technical knowledge in the company’s portal.
- Maintain jovial relationships with clients.

**Requirements:**

- Excellent communication skills in written and spoken English is a must.
- Excellent customer service.
- Focused and process drive window professional service experience
- Experience with an office setting it up & involved with migration projects
- Agreed to work in night shift

### **Expertise:**

- Windows Server
- Office 365 (Setup & migrations) Exchange
- SCCM
- Active Directory Management Tools
- Legal application experience
- Filesite, BigHand, Carpe Diem or Elite
- Networking (configuring firewalls/ routers/switches)
- Remote support (VPN, RDS)
- Virtualisation (VMware)

### **Perks and Benefits:**

- Remote Job/Work from home
- Market Competitive Salary
- Medical Insurance for Family
- Quarterly and monthly Bonuses
- Annual Eid Bonus
- Leave Encashment
- Project Bonus



Interested candidates can send their CV to [careers@cspro.com.au](mailto:careers@cspro.com.au)

