



Job Description of System Engineer Level-1

An International company is looking for a dedicated **System Engineer level 1** 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 sciences or related technology

Certifications:

- Sophos Certified
- MCP (Microsoft Certified Professionals)

Experience

- Minimum 2-year experience

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 shifts

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
- Annual, Quarterly and monthly Bonuses
- Leave Encashment
- Project Bonus



Interested candidates can send their CV to careers@cspro.com.au