

<b>Job title</b>	<b>First Level Support Engineer</b>
<b>Location</b>	Johannesburg, South Africa
<b>Contract Type</b>	Permanent
<b>Reporting Structure</b>	Line Manager
<b>Position Description</b>	<p>Seidor Networks is looking for a First Level Support Engineer to join a growing team based in Johannesburg.</p> <p>The Seidor Networks service desk is responsible for managing customer service levels by providing remote and occasional on-site support to meet SLA response and fix times.</p> <p>As the first line of support, the candidate will be responsible for providing first line technical support in a professional manner. He/she will be responsible for resolving incidents and performing tasks logged by customers within predetermined SLA times.</p> <p>The candidate will be accountable for customer satisfaction by achieving predetermined prescribed, measurable performance goals on a daily, weekly and monthly basis.</p> <p>This is the perfect role for a self-motivated individual with a natural technical enquiring mind with industry-relevant experience and the ability to work in a process-driven environment.</p>
<b>Remote Working</b>	<p>The candidate may be required to work remotely, either part-time or fulltime to fulfil his/her responsibilities. Seidor Networks provides its customers with Service Level Agreements during predetermined hours therefore, the candidate is expected to be available and have the ability to work remotely during those hours.</p> <p>The candidate will be required to have a reliable uncapped Internet connection with a minimum of 4Mbps upload and download speed with an average uptime of 99% or better.</p> <p>The First Level Engineer will be required to have the necessary backup power to perform his/her duties during planned or unplanned power outages.</p>
<b>Role Requirements</b>	<ul style="list-style-type: none"> <li>• Matric certificate</li> <li>• Minimum 2-years industry-relevant work experience with a customer-facing and/or telephonic support</li> <li>• Must be able to travel to and from the Woodmead office in Johannesburg to perform his/her daily duties</li> <li>• Must have a valid drivers' license and own reliable vehicle</li> </ul>

	<ul style="list-style-type: none"> <li>• Must be available to travel to customer sites for occasional callouts</li> <li>• Must have a reliable home uncapped Internet connection with a minimum of 4Mbps download/upload speed to work remotely</li> <li>• The position requires a mix of office-based and remote work from home</li> <li>• Must be willing to learn new technologies</li> <li>• Must be willing to complete predetermined certifications at regular intervals</li> </ul> <p><b>Essential Technical Knowledge and/or Experience:</b></p> <ul style="list-style-type: none"> <li>• A+ / N+</li> <li>• Working Experience in the IT industry</li> <li>• Basic DHCP and DNS understanding</li> <li>• Minimum 2-years Microsoft Windows Desktop Operating System experience</li> </ul> <p><b>Advantageous Certifications, Knowledge and Experience:</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualification in Information Technologies and/or computer sciences</li> <li>• ITIL Foundation</li> <li>• Solarwinds N-Able</li> <li>• ConnectWise Automate</li> <li>• ConnectWise Manage</li> <li>• MCSA / MCSE</li> <li>• CCNA (Cisco Certified Network Administrator)</li> <li>• Sophos XG Engineer/Architect</li> <li>• Microsoft 365 technical work experience</li> <li>• Basic Microsoft Active Directory experience</li> <li>• Basic Microsoft Windows Server Operating Systems experience</li> <li>• Microsoft Hyper-V</li> <li>• Basic Microsoft SQL database management experience</li> <li>• Basic working experience with any routing vendor equipment and/or software</li> <li>• Advanced Microsoft Office Suite skills</li> <li>• Basic understanding of:             <ul style="list-style-type: none"> <li>○ Switching / VLAN's</li> <li>○ Routing / NAT / Dynamic Routing</li> <li>○ Packet flow</li> <li>○ Email flow and MTA communication</li> <li>○ UTM and Firewall appliances</li> <li>○ Wireless networks</li> </ul> </li> <li>• Basic scripting</li> <li>• Mimecast</li> <li>• cPanel</li> </ul>
<p><b>Key Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Communicate telephonically and electronically with customers, vendors, and senior network engineers for escalations</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide predominantly desktop/endpoint support</li> <li>• Identify, report, and resolve hardware and software issues on laptops and desktops</li> <li>• Maintaining worklists within the Seidor Networks call logging system</li> <li>• Logging and updating of calls on a daily basis</li> <li>• Ability to work in a team &amp; independently to provide customer service</li> <li>• Ability to prioritize, escalate and request assistance when needed in a timely manner</li> <li>• Must be open to learning new technologies and service delivery methodologies</li> </ul>
<b>Key Attributes</b>	<ul style="list-style-type: none"> <li>• Strong verbal, telephonic and electronic communication skills</li> <li>• Must be a natural problem-solver</li> <li>• Research and analytical troubleshooting skills</li> <li>• Time management skills</li> <li>• Punctual and reliable</li> </ul>
<b>HR Contact</b>	<p>Lynette du Plessis <span style="float: right;">011 018 3000</span>  <a href="mailto:lynnetted@seidorafrica.com">lynnetted@seidorafrica.com</a></p>