



<b>Job title</b>	<b>Second Level Support Engineer</b>
<b>Location</b>	Woodmead, 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 Second Level Support Engineer to join a growing team based in Woodmead, JHB.</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 second line of support, the candidate will be responsible for managing customer service levels by providing remote and occasional on-site support to meet SLA response and fix times.</p> <p>He/she will also be accountable for customer satisfaction by achieving predetermined prescribed, measurable performance goals on a daily, weekly, and monthly basis. In addition, a second level engineer will be responsible for the management of escalations from junior engineers or assisting with priority incidents handed over from the professional services department.</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 Second 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>• Preferably tertiary qualification within IT or computer software</li> <li>• Minimum 3-4 years industry-relevant work experience</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> <li>• Must be available to travel to customer sites for occasional callouts</li> <li>• The position requires a mix of office-based and remote working</li> </ul> <p><b>Essential Technical Knowledge and/or Experience:</b></p> <ul style="list-style-type: none"> <li>• A+ / N+</li> <li>• MCSE (Microsoft Certified Systems Engineer)</li> <li>• At least 2-years' Microsoft 365 technical work experience</li> <li>• Understanding of Public Cloud and at least 1-years' technical work experience</li> <li>• At least 2-years working experience with any routing vendor equipment and/or software</li> <li>• Experience and understanding with Layer-2 networking and VLAN's</li> <li>• Experience and understanding with Cyberoam, Sophos XG Firewalls or industry equivalent</li> <li>• Advanced Microsoft Windows Desktop Operating Systems experience</li> <li>• Advanced Microsoft Office Suite experience</li> <li>• Advanced Microsoft Windows Server Operating Systems experience</li> <li>• Microsoft Active Directory and Group Policy experience</li> <li>• Microsoft Hyper-V knowledge and experience</li> <li>• DHCP and DNS knowledge and experience</li> <li>• Intermediate 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> </ul> <p><b>Advantageous Certifications, Knowledge and Experience:</b></p> <ul style="list-style-type: none"> <li>• ITIL Foundation</li> <li>• Solarwinds N-Able</li> <li>• ConnectWise Manage</li> <li>• CCNA (Cisco Certified Network Administrator)</li> <li>• Basic scripting</li> </ul>
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<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Communicate telephonically and electronically with customers, vendors, and senior network engineers for escalations</li> <li>• Managing escalations from first level engineers</li> <li>• Training and coaching of first level engineers</li> <li>• Identify, troubleshoot, and resolve root causes of recurring incidents</li> <li>• Escalation of change requests to the professional services department, and assisting with high priority tickets where applicable</li> <li>• Maintaining worklists within the Seidor Networks call logging system and meeting pre-defined daily, weekly, and monthly targets</li> <li>• Logging and updating of calls on a daily basis</li> <li>• Ability to work in a team and independently, to deliver 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> <li>• Predefined technical certifications will need to be achieved in a predetermined timeframe</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>	Lynette du Plessis 011 018 3000 <a href="mailto:lynnetted@seidornetworks.com">lynnetted@seidornetworks.com</a>