

IT Customer Engineer

Description

Available Opportunity: IT Customer Engineer

Location: Applicants should reside in Platteklouf, Panorama, Welgelegen, Edgemead, Monte Vista, Burgundy Estate.

Role Overview: The client is looking for an innovative, deadline-driven IT Customer Engineer.

Key Responsibilities:

- Assist with design, construction, equipment installation, system configuration, and maintenance.
- Provide customer support and troubleshoot systems.
- Identify problems, write reports, and offer solutions.

Requirements:

Languages: Afrikaans & English (written & verbal).

- **IT Experience: 3+ years** (with 2 years in enterprise server environments like Windows Server, VMWare/Hyper-V).
- **Knowledge of:**
 - Desktops, laptops, printers
 - Microsoft 365 Suite, Windows 10 & 11
 - Windows Server 2012+, Active Directory, DNS, DHCP, RDS, Exchange, SQL Server, scripting
 - LAN/WAN, VLAN, routing, switching
 - ITIL processes, remote monitoring systems, redundancy strategies, hypervisors
- **Advantageous:** SAN storage management, public services, firewall management, proxy servers.

Qualifications:

- Grade 12 Certificate
- CompTIA A+ and N+
- CCNA/CCNP
- MCITP/MCSE on Windows Server 2012+
- Microsoft 365 Administration
- **Preferred:** Microsoft Azure Certification, vendor certifications (HPE, DELL, LENOVO, IBM, etc.)

Support Levels:

- **1st Line Support:**
 - Diagnose and resolve issues on desktops, laptops, printers.
 - Troubleshoot connectivity problems.
- **2nd Line Support:**
 - Manage Hyper-V and VMware environments.
 - Perform server and security audits.
- **3rd Line Support:**
 - Design and manage IT infrastructure.

Hiring organization

Headspace Global

Employment Type

Full-time

Duration of employment

Permanent

Industry

Information Technology

Job Location

Cape Town, Northern Suburbs

Date posted

January 23, 2025

- Visit client sites for troubleshooting.

Related Job Titles:

- Technical Support Engineer
- IT Support Engineer
- Systems Engineer
- Infrastructure Engineer
- Network Engineer
- Field Service Engineer
- Systems Administrator

Note: If no response is received within 2 weeks, please consider the application unsuccessful.