



Effective from: Apr 2017

JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

Name:		Reporting To:	ICT support Manager
Position Title:	Senior ICT Engineer	Direct Reports:	
Department:	Technology Services	Location:	SL - Colombo

POSITION PURPOSE:

As a senior ICT Engineer in our Information Communication Technology team, you will be part of the supportive team environment which serves organizational requirements. The role will require you to be responsible for implementing technical solutions and providing ICT support, management and maintenance duties for the company's internal systems and administration tasks by participating in technical team discussions and documentation outcomes.

ACADEMIC, PROFESSIONAL QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in Computer systems or Networking from a recognized University.
- 3-4 Years of experience in supporting role in windows server environment.
- Microsoft certifications (MCP/MCSA/MCTS)

DESIRED SKILLS AND ATTRIBUTES

- Provide 2nd & 3rd support globally and escalate to the next support level.
- Complete configuration, installation and support of Microsoft operating system and services such as AD, DNS, DHCP, RDP, IIS, WSUS and group policy administration.
- Office 365 administration.
- Microsoft Server 2008/2012, PowerShell, Exchange online, Hyper-V and virtualization concept.
- Maintaining software applications, operating systems and regular windows server maintenance tasks.
- Support the provision and maintenance of the network, associated software, and connectivity, managing any service disruptions within agreed service level agreements and identifying and resolving faults.
- Excellent working knowledge of software deployment, remote desktop and service desk system.
- Expertise in installing, configuring, and managing multiple LAN/WAN network technologies (switches, routers and firewalls)
- Disaster recovery planning, high-availability, backup, recovery and continuity solutions.
- Excellent written and verbal communications skills and ability to work with users from all levels of the organization with all degrees of technology literacy.

Annual Operational Accountabilities	Benchmark Measure
Configure & maintain existing and new Server/network infrastructure tasks/projects along with the Service Operations manager and Service Operations team.	<ul style="list-style-type: none"> • Provide Infrastructure services in areas needed:; Server operating System, directory services, server virtualization using system backup and restore, system and network monitoring, application installation and configuration. • Diagnose and quickly resolve a wide range of Windows applications and provide support for system migrations and large scale projects. • Configuring virtual servers, according to the project specifications. • Standard system administration duties including server installation, System/Application installation and patch management, Windows problem determination and resolution, log analysis, etc. • Create and maintain comprehensive documentation relating to server and network topology, equipment, and configuration(s).
Reporting	<ul style="list-style-type: none"> • Daily shift reports. • Create reports/documentation of on-going projects.
Infrastructure support tasks	<ul style="list-style-type: none"> • Level 2 and Level 3 Support for problems identified with systems and network. • Provide an efficient and effective helpdesk service, ensuring service level agreements are achieved. • Will act as the escalation point of Level 1Ops Engineers.
Provide mentoring and support for Service Operations Team	<ul style="list-style-type: none"> • Identify skills shortfalls and propose training requirements. • Conduct training for team members if required.