Intrepid Group

JOB DESCRIPTION & ACCOUNTABILITIES

NAME:		REPORTING TO:	Lead Architect Infrastructure
POSITION TITLE:	Systems Engineer	DIRECT REPORTS:	None
DEPARTMENT:	Service Operations	LOCATION:	Melbourne

POSITION PURPOSE:

Intrepid Groups Service Operations team offers 24/7 technology support to the business with offices located globally.

The systems engineer will be a visible presence for Melbourne based IT related support, queries and training who will be part of a small team looking after global infrastructure. Responsibilities include PC support, server administration, taking part in larger pieces of project work and working in a team with IT professionals located in Colombo and Melbourne. While most work will take place in business hours, there may be ad-hoc out of hours work and potential overseas travel.

QUALIFICATIONS AND EXPERIENCE

- A relevant IT degree is essential, Linux, Citrix or Microsoft certification (MCSE, RHCSA, CCP) is also desirable.
- Knowledge of Windows Server, Active Directory, Windows 10, Office 365 in a production environment.
- Knowledge of VMware ESXi, AWS or Azure.
- Knowledge of network infrastructure (Routing, VPNs, Firewalls, Load Balancing).
- Experience of supporting users remotely as well as in person.

OTHER SKILLS AND ATTRIBUTES

- Clear verbal and written communication skills.
- Excellent customer service focus.
- Methodical troubleshooting skills.
- Ability to work with other teams to produce user training documentation.
- Friendly, flexible and adaptable.
- Willingness to learn and keep up to date with technology (including things outside the norm).
- Passion for scripting and automation
- Ability to work in a multi-site organisation

OTHER REQUIREMENTS

Operational Accountabilities of Role	Benchmark Measure
Provide professional and effective assistance to the Intrepid Group staff members globally. Be a point of escalation for the team in Colombo to assist with resolving issues.	All support calls are logged and documented correctly. 90% of logged calls are closed within SLA and escalation processes followed always.
Create and maintain documentation of Service Ops infrastructure.	Six pieces of Service Operations documentation to be either created or updated per year.
Passionate about learning and upskilling, getting out of your comfort zone	Certify in either an IG related technology or one other professional course.
Assist with user training and championing technology to assist with Intrepid Groups goals.	Every three months: - Produce a user guide for a piece IG owned technology. Every six months: - Create and pitch a presentation for a new direction or technology.
Responsible Business / Purpose Beyond Profit	Understand Intrepid Group's 'Purpose beyond Profit' philosophy and contribute to the achievement of the social, environmental and Intrepid Foundation goals as set by IG each year.