

## JOB DESCRIPTION

### TITLE: SYSTEM ENGINEER – LEVEL 1

#### COMPANY INFORMATION:

Dual Layer provides a comprehensive and complete solution catering to SMEs. The company was formed in 2005 to provide twice the care, attention and security to the overall IT infrastructure and systems of small to medium businesses. Our customer service and IT competency has enabled us to grow at a rapid rate, allowing us to double in size every year, while retaining over 95% of our clients; Over 80% of our current customers were referred by clients. Our corporate headquarters is located in the Wanchai district. We currently support clients from various parts of the world, with regional offices located in Asia. Our clients' headquarters span such areas as Hong Kong, China, United Kingdom and United States. Our team consists of professionals that possess a strong belief in creating and delivering value added solutions that support a company's business operations. We accredit our growth to the focus we place on our clients' needs, down to the smallest of details. This has resulted in a highly satisfied client base.

DLIT achieves its vision through following a set of values that is built on a solid foundation of honesty, fair business practices, respect towards colleagues, clients and vendors, while striving for professional excellence. Every staff member continually practice and hold to the core values our company was built on: HONESTY, INTEGRITY and RESPECT. We strive to provide a positive and mutually rewarding relationship for our clients, vendors and employees

#### JOB RESPONSIBILITIES:

Primary focus for our system engineer is to provide ongoing technical knowledge and support to our managed services and IT support clients regarding a vast array of IT issues that spans networks, servers, desktop configuration, security etc.

#### Duties and Essential Job Functions:

##### Technical

1. Perform configuration, maintenance and troubleshooting of the following: Servers (2K, 2K3, SBS, Exchange 2000/2003/2007), UNIX and Mac OS
2. Networking and Firewalls (Cisco PIX, Sonicwall, Watchguard, ISA)
3. VPN site to site tunneling
4. Email (Client and server level, Outlook/Exchange)
5. DNS (Internal/Active Directory and external)
6. Server and client backup and restore
7. Server and client Antivirus and Spyware
8. Server/Network Applications
9. Installation of software as needed

##### Client Relations

10. Resolve service delivery and client issues as needed
11. Identify and resolve or escalate technical challenges as appropriate
12. Facilitate the accurate, timely and thorough client documentation (guidebooks, maintenance checklists, client reports using tools and processes in place)

##### General

13. Execute DLIT duties remotely or on client site in a thorough and timely manner
14. Maintain availability for on-call and emergency response as needed
15. Identify and recommend improvement opportunities that are consistent with DLIT and client needs (projects, additional and extended services)
16. Work closely with Account Managers, management and peers to keep them informed of client status, ongoing issues and opportunities
17. Adapt to and manage changes in responsibilities as needed
18. Identify areas for process and service improvement
19. Assist developing, implementing and maintaining policies and procedures
20. Attend and participate in regularly scheduled team meetings

## Experience Requirements

### Technical

- 2+ Years experience in the system engineering field or related area within IT technical field
- 2+ Years experience core networking and server systems, services, and related applications
- Advanced Education in Information Systems/Computer Science CS or related field
- Certifications Needed: MCP/MCSE/CCNA
- Working knowledge of Windows, Novell, LINUX, UNIX, and Mac OS
- Working knowledge of MS Exchange 2000/2003/2007, SQL 2000/2005
- Working knowledge of Symantec BackupExec, Anti-virus, and other network applications and services
- Working knowledge of all core network infrastructure and protocols including firewalls, switches, and routers.
- Adept at reading, writing, and interpreting technical documentation and procedure manuals.

### Communication & Problem Solving

- Proven analytical and problem-solving abilities
- Keen attention to detail
- Strong verbal and written communication skills with the ability to present ideas and solutions in an easily understandable format
- Strong customer service orientation
- Experience working in a team-oriented, collaborative environment.

### Personality Traits

- Highly self motivated and directed
- Honest, Respectful, Goal Oriented and Enthusiastic
- Creative with the ability to think outside the box
- Team player with an adaptable, flexible and responsible personality
- Independent worker, capable of working on their own as needed
- Maintains a quality-first mindset

## Working Conditions & Requirements

### Travel Requirements: 20% or less

- Position requires you to visit clients on site, in some cases on a weekly or monthly basis. About 20% of your time could be spent on client sites.

### Hours

- Position may require you to work outside of normal hours based on emergency needs

### General

- Majority of support will be performed over the phone or remotely
- Must be able to lift, carry, and reposition all parts of user workstations, network & server appliances, and printers.