

JOB DESCRIPTION

TITLE: SYSTEM SUPPORT ENGINEER – LEVEL 2

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 Support Engineer – Level II is to assist with detailed planning and engineering of technical solutions that provide availability, reliability, stability, manageability, scalability and security to our clients, along with providing guidance and direction to other support staff members.

Duties and Essential Job Functions:

Leadership

1. Coach, mentor and director other support staff as necessary
2. Maintain and upgrade the operational processes for the standard daily operations, including, issue management, problem management, change management, and escalations to ensure high levels of application availability, appropriate response, data protection, and other industry standard actions for all customers
3. Assess the effectiveness and efficiency of existing system and develop and implement strategies for improving or further leveraging these systems
4. Ensure pro-active and re-active timely and quality response to all customer issues
5. Escalates unresolved issues as documented in processes and procedures; maintains ownership of issues through resolution and provide updates to management on critical issues
6. Acts as a Tier 2 escalation point for incident resolutions and service requests
7. Effectively plan and schedule assignments, in order to meet stringent deadlines

Technical

8. Perform configuration, maintenance and troubleshooting of the following: Servers (2K, 2K3, 2k8, SBS, Exchange 2000/2003/2007)
9. Networking and Firewalls (Cisco PIX, Sonicwall, Watchguard, ISA, checkpoint)
10. Managing and troubleshooting Cisco switches and other network equipments.
11. VPN Deployment knowledge
12. Email (Client and server level, Outlook/Exchange)
13. DNS (Internal/Active Directory and external)
14. Server and client backup and restore
15. Server and client Antivirus and Spyware
16. Server/Network Applications
17. Coordinates the installation of equipment and software necessary to meet the clients' desktop requirements in the most efficient and cost effective manner

Client Relations

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

General

21. Perform special project that are required to meet corporate and department objectives
22. As a member of the support team, provides timely and effective 7 x 24 x 365 delivery of operational support services through telephone, email, web, and on-site for all clients
23. Deploy, maintain, and support the hardware and software used in support of managed service customers to ensure reliability, adherence to contract specifications, and published specifications for Service Level Agreements (SLA)
24. Maintain availability for on-call and emergency response as needed
25. Identify and recommend improvement opportunities that are consistent with DLIT and client needs (projects, additional and extended services)
26. Work closely with Account Managers, management and peers to keep them informed of client status, ongoing issues and opportunities
27. Adapt to and manage changes in responsibilities as needed
28. Identify areas for process and service improvement
29. Assist developing, implementing and maintaining policies and procedures
30. Attend and participate in regularly scheduled team meetings

EXPERIENCE REQUIREMENTS

Technical

- Prior experience working for an IT support company
- 5+ Years experience in the system engineering field or related area within IT technical field
- 4+ Years experience core routers, networking and server systems, services, and related applications
- Advanced Education in Information Systems/Computer Science CS or related field
- Senior Level Certifications Needed: MCP/MCSE/CCNA/MSDBA/VCP (VMWare Certified Professional)
- Expert knowledge of network communication methods and protocols including TCP/IP, DNS, SMTP, HTTP, WINS, FTP, SFTP, TELNET, and SNMP
- Sound knowledge of Windows, LINUX, and Mac OS (an advantage)
- Expert knowledge of MS Exchange 2000/2003/2007, SQL 2000/2005
- Expert knowledge of Symantec BackupExec, Anti-virus, and other network applications and services
- Expert knowledge of all core network infrastructure and protocols including firewalls, switches, and routers.
- Knowledge of virtualization technologies including VMWare ESX Server
- Experience configuring desktops, servers, and network hardware and software
- Expert knowledge of security technologies including system lockdown procedures and SSL
- Experience with business continuity technologies & practices
- Adept at reading, writing, and interpreting technical documentation and procedure manuals.

Communication & Problem Solving

- Proven leadership experience
- Analytical problem solver with the ability to use conventional and unconventional methods for problem identification and resolution
- Keen attention to detail
- Strong verbal and written communication skills with the ability to present ideas and solutions in an easily understandable format. Strong command of the English language
- 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
- Ability to learn quickly in a fast-paced environment and balance multiple priorities
- Exhibit good tenure with prior employers

WORKING CONDITIONS & REQUIREMENTS

Travel Requirements: 30%

- Position requires you to visit clients on site, in some cases on a weekly or monthly basis. About 30% of your time will be spent on client sites.

Hours

- Position may require you to work outside of normal hours based on emergency needs. Occasional morning/evening or weekend work
- Standard Hours: Monday through Friday - 9am – 6pm

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 equipment, and printers.
- May be on-call rotation with other support staff