IT Support Engineer

You love technology, right? …
and you get a buzz out of helping people?

We have an exciting opportunity available for an experienced Support Engineer to join our dynamic and growing team in Melbourne's Eastern Suburbs. The IT Department provides full-range IT outsourcing for a broad range of SMEs throughout Australia. We take care of the technology so our clients are free to focus on their business. We offer flexibility, variety, and humour in a supportive team that environment.

This is a client facing role involving both onsite and remote support. This is a varied role that requires knowledge over a large area of technologies; you will be expected to roll up your sleeves and help out where needed. As a level 2 / level 3 engineer you will be expected to handle a range of tickets, both from start through to end or via escalation, in a timely and professional manner. Our customers are often relational people and expect constant, informative communication so excellent communication and time management skills are a must.

To be successful in this role, you will have:

- Excellent interpersonal and communication skills (including written English)
- A warm and engaging personality
- Experience in administering Windows, Active Directory and Exchange environments
- Experience working with virtualised environments, preferably VMWare.
- Great trouble-shooting and problem-solving abilities
- Integrity, self-motivation and a desire to learn
- Ability and willingness to travel both regionally and Interstate as required.

Additionally, candidates should have expertise in one on more the following areas:
- SharePoint, Azure, Office 365, AWS
- Citrix
- Linux
- VoIP – FreePBX, Asterisk
- Networking – CCNA equivalent or higher.
- MS SQL Server 2008 and higher

You will ideally have at least 4 years' experience within a system administration role. Formal qualifications are a definite plus, though we believe that your personal qualities are even more important. Ongoing training is encouraged and supported.

To be considered for this job you must be a permanent Australian resident, have a current driver's licence and your own car.

If this is you, please demonstrate some of your initiative and problem solving skills by using common DNS tools on the domain itdepartment.com.au to find out how to submit your application. Applications submitted via the apply now button will not be considered.