



POSITION DESCRIPTION

SENIOR SYSTEMS ENGINEER (MANAGED SERVICES AND PRE-SALES)

DEPARTMENT: CLIENT SERVICES

REPORTS TO: CHIEF INFORMATION OFFICER (CIO)

DIRECT REPORTS: No Supervisory activities

POSITION SUMMARY

Our Managed Service clients often require assistance to understand the minefield of Microsoft 365 options and security controls, networking and physical or cloud-based infrastructure brings. This role will help the client to understand the risks within their environment and the value working with mcrIT brings to their organisation.

This is a hands-on client-facing role within the mcrIT Client Services team, with the goal to consult with current and prospective clients, develop solutions and capabilities within mcrIT's professional and managed services team. As a senior engineer, the role includes mentoring of junior staff to ensure solution integrity and best practices are maintained.

This position is accountable for the overall architecture/design and successful deployment of systems that provide industry best practice implementations and other associated services required to support the mcrIT Managed Client customer base. You will become the trusted advisor to a number of client accounts.

The successful candidate will be required to act as a technology specialist in a pre-sales function and be responsible for the comprehensive scope and detailed technical design and costs associated with such project deliverables. As such, the position requires an excellent knowledge of applications and of server platform technologies, etc with the ability to accurately generate solution based and handover documentation.

The role requires that you have good hands-on experience with respect to build and configuration tasks pertaining to the above technologies platforms.

This role represents one of the most senior engineering positions within the MCR ISG team. As such, the position requires the ability to operate under limited supervision, exercising independent judgement.

It is expected that this person would seek guidance and support from management only as required. This role may also have responsibility for directing staff within technical projects.

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From time to time the role will be required to assist other team members in delivering managed services to clients during time of peak, or where the persons specialist skills are required.

QUALIFICATIONS

- Industry based technical qualification or equivalent experience
- Vendor certified/qualified - desirable
 - a. Microsoft 365
 - b. Virtualisation, such as VMware or HyperV
 - c. Desktops, Laptops and Tablets hardware and OS
 - d. Server infrastructure design and configuration
 - e. Cloud (Azure, AWS) configurators and solution elements
 - f. Cisco, HPE/Aruba or other network vendors

EXPERIENCE

- Min 5-10 years experience in systems design role or M365 and server/storage design and build role.
- Proven experience in the operational delivery of client services including desktop and server hardware, operating systems and business applications.
- Significant demonstrable experience in a system design role.
- Experience with a managed services or system integrator environment.
- Product development and/or customer design experience
- Experience in liaising with clients through presentations, meetings and documentation.
- Thorough understanding, and industry recognised certifications in multiple technologies, such as:
 - Microsoft 365
 - Windows systems
 - SAN technologies
 - Storage technologies
 - Backup solutions
 - Disaster Recovery and Business Continuity
 - Network Management & Reporting solutions
- Desirable – people mentoring experience and operational experience in a large scale network environment.

COMPETENCIES – SKILLS & KNOWLEDGE

- Demonstrated effective verbal and written communication skill
- High level of interpersonal skills and team skills
- Strong troubleshooting solving skills
- Able to build and maintain client relationships
- The ability to work well under pressure and unsupervised
- Experience in ITIL framework
- Logical thought processes and analysis techniques coupled with the ability to think outside the square
- Commitment to accuracy and precision with all outcomes
- Ability to travel when required

MAIN ACTIVITIES OF THIS POSITION

RESPONSIBILITIES

Pre-Sales

- Performance of IT and M365 Security Health Checks
- Development and documentation of strategic platform or application initiatives
- Provide technical leadership in design of network and system projects as required.
- Develop well-prepared, accurate conceptual design documentation, scopes of works, BOM's and Services pricing.
- Provide recommendations regarding future technology and strategy relating to Network, infrastructure, & Security based technologies.
- Keep abreast of technology and develop appraisal reviews where applicable.
- Specify, define, and document design processes, standards and practices related to the implemented infrastructure to ensure engineering best practices are maintained.
- Provide documentation as input to the preparation of Tender submissions.
- Act as a prime technical interface with technology providers.
- Providing coaching / mentoring to technology team members.
- Develop and refine best engineering practices to ensuring cost-effective and technologically advanced growth of proposed systems.

Professional Services

- Development and documentation of solution design, build and operational procedures.
- Pre-Sales activities including the development of proposals and presentations (up to Executive level)
- Stay up to date on best of breed technology practices and trends, identify opportunities for various technologies, including SharePoint, Office 365 and Azure.
- Act as the project design authority to assure the design integrity through build, test and rollout.
- Develop application configuration and deployment standards
- Support data migration testing and resolve post deployment issues for O365, Azure and SharePoint

Managed Services (Incident, Problem, Release and Change)

- Respond to escalation requests for troubleshooting and defect resolution.
- Proactive identification and analysis of issues (including P1 incidents, logs, analysis, and vendor alerts) and manage problem through to resolution.
- Act as a prime technical interface for client issues.

Team (Virtual)

- Develop an ownership culture and provide empowerment to own and resolve issues.
- Engage team in collaborative problem solving to develop plans or resolve issues.
- Ensures that all necessary management skills, frameworks, processes, and tools are in place and properly used to develop people capability and run the business effectively.
- Promote and drive a Client driven culture.
- Communicate ideas, thoughts and information to team members and across the organisation.
- Assist other engineers with identifying problem areas and escalating same to senior engineers or creating problem resolution actions for peer review and client approval.