

JOB DESCRIPTION – CUSTOMER INPUT

Basic Description: Projects Engineer - IT

Instructions: Please complete this job description form with the key skills and attributes that you desire to carry out the critical functions of the position. The more detailed your descriptions the better chance we have of finding the right candidates for the intended job. The sooner you return this form the sooner we can find your new staff member. The tables are pre-filled with examples only – your input is required.

Business Essentials

Job Description

The role offers a diverse workload servicing a range of professional service clients, working with a multitude of technologies, ensuring that no two days are the same. This role will suit an efficient, customer-focused engineer looking to grow with us as we expand our national presence in Australia.

Business Functions and Responsibilities

- Deliver exceptional customer service support to a variety of environments.
- Ensure end-to-end ownership for your assigned tasks, providing regular updates to stakeholders until resolution.
- Integrate into the projects team with setups and deployments whilst ensuring exceptional delivery of services to our clients.
- Providing project delivery, set up and post support for a mix of servers, workstations, applications, and Microsoft 365 environments.
- Liaise with a range of users, suppliers, software, and hardware vendors to ensure an optimal outcome for our clients.
- Ensure all actions and resolutions are documented within our ticketing system.
- Contribute to the upkeep of client documentation and knowledge base articles for common issues encountered.
- Escalate to senior team members/leaders when required.
- Other tasks as directed by senior team members/leaders.

EDUCATION & EXPERIENCE

Description
<ul style="list-style-type: none">• Bachelor's degree in Information Technology, Computer Science, or a similar discipline is strongly preferred.• Minimum of 2 -3 years proven work experience in an IT Support Roles.• A minimum of 1 year in a Managed Service Provider environment.

Important IT Skills and Related Skills

Description
<ul style="list-style-type: none">• Excellent English communication and written skills.• Proficient in the following Technologies:• Microsoft Windows Server and desktop operating systems.• Microsoft Active Directory, Exchange, RDS• Office 365• VOIP Telephony (3CX preferable)• A general understanding of technical infrastructure including firewalls and networking as well as virtualization (ESXi preferable)• Experience using ticketing Systems (e.g., ConnectWise)• Customer-centric approach• Aggressive problem diagnosis and creative problem-solving skills.• Strong organizational skills to juggle multiple tasks within the constraints of timelines with business insight.• Strong critical thinking, resourcefulness, diligence, attention to detail and creative problem-solving skills.

Personal Attributes

Description
<ul style="list-style-type: none">• Skilled in multi-tasking and can work unsupervised
<ul style="list-style-type: none">• Reliable and committed to meeting deadlines
<ul style="list-style-type: none">• Works well under pressure
<ul style="list-style-type: none">• Personable and pleasant to staff
<ul style="list-style-type: none">• A keen attention to detail and strives for accuracy

Other

Description
<ul style="list-style-type: none">• We are willing to train and nurture the right person
<ul style="list-style-type: none">• A great working environment with a high-performing team
<ul style="list-style-type: none">• Bonuses on offer for high-performing team members
<ul style="list-style-type: none">• A client who places value on attitude and initiative, providing opportunities for progression for those individuals that put in the effort

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| <ul style="list-style-type: none">• A 360-degree feedback and rewards platform that is used daily by the whole team |
| <ul style="list-style-type: none">• Join a great family environment at Phil Labor |
| <ul style="list-style-type: none">• Additional benefits including a hot lunch every working day |
| <ul style="list-style-type: none">• Paid overtime when necessary |

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