

System Engineer

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Company: Digital Links (Pvt.) Ltd.

Location: Lahore

Category: other-general

Bachelor in Computer Science or Master in Computer Science

Professional Skills and Experience Requirements:

- 3+ years' experience in providing end-user and systems support.
- Ability to manage and support Microsoft environments including Windows 7-10, Microsoft Windows Server 2008 R2 / 2012 R2 and Microsoft Exchange Server, including Exchange Server 2013, 2016 and Office365.
- Ability to manage and support Apple environments, including macOS, iOS.
- Well developed Active Directory and Group Policy management and administration skills.
- Demonstrated knowledge of networking: TCP/IP, DNS, DHCP, VLAN, Routing.
- Experience so security firewall/UTM such as Cyberoam, PFSense, Cisco and Fortinet
- Experience in supporting and maintaining backup solutions. Knowledge ShadowProtect well regarded.
- Experience in virtualisation technologies such as VMware (vSphere 5/6) and Hyper-V and cloud hosted server platforms, e.g. Azure, Amazon.
- Experience in virus protection and remote access solutions.
- Experience in managing security appliances is highly desirable.
- ITIL awareness and understanding.
- Industry certifications including MCSA (with progress towards MCSE), CCNA, VCP, etc.
- Previous Managed Services experience in the SME sector.

Personal Attributes:

- Takes ownership for delivery of required outcomes.

- Client focused, with a commitment to excellent customer service and high quality service delivery.
- Excellent problem solving and troubleshooting skills.
- Excellent verbal and written communication skills, with ability to liaise effectively with client representatives at all levels.
- Well-developed time management skills and ability to multi-task.
- Excellent English language skills is a must
- Able to work as part of a team, as well as being able to work unsupervised.

Job SpecificationKey Responsibilities

- Provide a range of ICT managed services to Digitallink's clients including server, network and user support, systems maintenance, and project work involving end-to-end IT solutions.
- Take primary responsibility for the remote delivery of ICT managed services to selected Digitallink clients, in consultation with DL account managers.
- Assist the Digitallinks Service Desk with Level 2 - 3 ICT support services to

Digitallinks clients.Benefits of this role include:

- Challenging technical role with diverse technology solutions across multiple platforms.
- Opportunity to work with highly skilled senior systems engineers and solution architects to design and deliver end-to-end IT solutions and projects.
- Opportunity to expand your technical knowledge and experience, develop your industry skills, and ultimately your career.
- Opportunities for a variety of experiences including client site, remote and project work.

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