

Datacentrix Holdings Limited
Incorporated in the Republic of South Africa
(Registration number: 1998/006413/06)
Share code: DCT
ISIN: ZAE000016051
("Datacentrix")

Careers @ Datacentrix

Job Title: Server Engineer

Location: Cape Town

The Server Engineer's role is to ensure the stability, integrity, and efficient operation of the in-house or customers information systems that support core organizational functions. This is achieved by monitoring, maintaining, supporting, and optimizing all networked software, hardware and associated operating systems. The Server Engineer will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues in order to maximize the benefit of IT systems investments. Responsible for the co-ordination, installation, configuration, programming, and implementation of releases, upgrades, or changes to multiple system hardware and software architectures (MVS, , Microsoft), and the range of products and productivity tools that support the development and production environments within the enterprise. Makes decisions in the areas of performance analysis, problem solving, and infrastructure planning, with the potential to affect the successful execution of business transactions. Ensures a stable performance environment for the business processing system. Participates in various IT projects intended to continually improve/upgrade the system infrastructure, ensuring change management procedures and methodologies are implemented and followed.

Primary Role Accountabilities:

- Deploy new applications and enhancements to existing Core applications, software, and operating systems for customers.
- Gauge the effectiveness and efficiency of existing systems; develop and implement strategies for improving or further leveraging these systems.
- Integrate servers, including e-mail, print, and backup servers and their associated software into enterprise systems.
- Ensure system connectivity of all servers, shared software, Core Technologies, and other applications.
- Create and maintain documentation as it relates to system configuration, mapping, processes, and service records.
- Ensure compatibility and interoperability of in-house computing systems.
- Interact and negotiate with vendors, outsourcers, and contractors to secure system-related products and services.
- Perform routine system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes.
- Create and maintain system documentation for domain technologies, including installation, configuration, and appropriate troubleshooting steps.
- Improve existing processes through solutions to recurring problems and enhancements to existing solutions or documentation.

- Provide training as required
- Collaborate with network staff to ensure smooth and reliable operation of software and systems for fulfilling business objectives and processes.
- Work with executive team members, decision makers, and stakeholders to define customers' requirements and systems goals, and to identify and resolve customer systems issues.
- Perform Capacity reporting on systems
- Identify opportunities to innovate, extend and enhance service delivery everywhere possible
- Adhere to Customer / Business SLA's
- Manage customer satisfaction through effectively communicating and managing customer expectations
- Perform server and security audits, system backup procedures, and other recovery processes in accordance with the company's disaster recovery and business continuity strategies.
- Conduct research on software and systems products to justify recommendations and to support purchasing efforts.
- Monitor and test system performance; prepare and deliver system performance statistics and reports.
- Coordinate and perform in-depth tests, including end-user reviews, for modified and new systems.
- Provides support services for Microsoft Active Directory and Windows-based systems across the enterprise, including directory and identity management solutions. Implements new software solutions as required by the business.
- Own Root Cause Analysis and Problem Management for corporate AD environments.
- Install, configure, and maintain Active Directory and third party software utilities for hardware systems within company operational guidelines.
- Experience working with Microsoft Identity technologies including Active Directory, and Group Policies
- Expert knowledge in administering Active Directory (AD) and GPO's.
- Expert knowledge of AD, ADFS, and PKI
- Expert knowledge of DNS, DHCP, WINS, DFS
- Knowledge of various Identity Management Solutions
- Understanding of monitoring best practices, within multi-forest AD environments LAN/WAN/Firewall/VPN network technologies.
- Documents, and enforces the standards, security procedures, and controls for access to ensure integrity of the Windows Systems, Active Directory, and related systems.
- Knowledge of server virtualization technologies, preferably VMware and/or Microsoft technologies
- Responsible for the support of the Microsoft Exchange Environment. Engineer will also provide a strong technical, analytical and communications skills for the management and administration of Exchange environments. Responsibilities include day-to-day system administration including the monitoring of systems, security, performance, and backup/restore and configuration changes. This position troubleshoots incidents, determines root causes, and finds/implements solutions for email related problems.

Critical Requirements - Skills, Experience & Qualifications:

- Must have Matric or Grade 12
- Must Have a Degree/Diploma/Certificate
- Microsoft Certification (MCITP)

- A+
- ITIL Foundation
- Microsoft Certification (MCSE)
- 4-6 years of experience
- Extensive experience with core software applications, including Active Directory, Exchange, skype ,Netbackup, Veeam, VMware. Windows server
- Excellent software troubleshooting experience Active Directory, Exchange, Netbackup, Veeam, VMware.windows server
- Extensive Hardware troubleshooting on HP ,dell , cisco server, blades, EVA and 3Par other storage
- Working knowledge of a server operating systems
- Strong technical skills

Additional:

- Please note that further checks will be conducted once the candidates are shortlisted (i.e. credit check; SA fraud check; ID verification; academic verification; criminal check).
- Please ensure you provide an updated CV and updated certified qualifications including a
- certified copy of your ID.

Datacentrix is an equal opportunity employer and in filling this vacant position, preference will be given to candidates from Previously Disadvantaged Backgrounds in terms of the Employment Equity Act and practice

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