

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: Network Support Engineer

Location: Cape Town – Security

Focuses on the maintenance of customer ICT networks as part of IT Managed Services offerings provided to Datacentrix customers. Support functions extend from testing and troubleshooting problems to regular maintenance. Contribute high-level support such as strategic planning of network upgrades and high-level network performance analyses.

Primary Role Accountabilities:

- Implementation, maintenance, monitoring and management of network security infrastructure and capability (hardware and software solutions).
- Analyzes and solves common and complex network problems through reasoning, troubleshooting and innovative thinking.
- Develops and maintains a professional working relationship with the clients and client end-users in support of the Service Delivery Manager and Network Security Operations Manager.
- Liaises with 3rd party vendors to resolve escalated incidents, problems and queries.
- Maintains service and quality levels according to of the company business standards, processes and procedures.
- Creates and updates documentation related to installation procedures and troubleshooting of network incidents. Communicates oral or written feedback and technical information to all levels of end-users and customer IT management.

Critical Requirements - Skills, Experience & Qualifications:

- Tertiary IT Qualification. CCNA or equivalent, Fortigate or equivalent
- At least 3+ years' experience delivering Network Security Services in a customer environment.
- Excellent Communication and Interpersonal skills.
- Must be punctual, disciplined and dedicated to effectively execute job requirements keeping in mind INTERNAL and EXTERNAL HR and IT policies in place.

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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