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: Senior Support Engineer

Location: Cape Town

Provide cloud infrastructure, datacenter software and end user computing support with a focus on SCCM

Primary Role Accountabilities:

- Assist with escalations from 2nd line support engineers
- Provide 3rd line datacentre software support
- Preventative maintenance (Patch management)
- Remediate issues identified by audit and monthly reporting
- Technologies include (but not limited to)
- Cloud Services: Azure, AWS, Google cloud
- Virtualisation: VMware vSphere, MS Hyper-V, Nutanix AHV
- Citrix Virtualisation
- Application Delivery Controllers: F5, Citrix, FortiADC
- Operating Systems: All Microsoft & Linux
- MS infrastructure: Active Director, Exchange, SQL, SCCM
- Backups: Veeam, Backup Exec
- Monitoring: N-Central, SCOM, PRTG, WhatsUp, SolarWinds, Nagios, Quest
- Antivirus: McAfee, ESET, Symantec, Kaspersky
- Proactive analysis and reporting on system health. Present reports to customers during monthly feedback sessions. Submit change control and remediate reported findings
- Architect new solutions
- Compile project plans based on architecture and resource availability
- Implement projects in line with planning and architecture
- Document implementations and provide SOPs
- During project implementation, manage project resources

Critical Requirements - Skills, Experience & Qualifications:

- Matric Qualification
- MCSE, with 70-703, 70-745 or similar
- Tertiary IT qualification
- At least 10 + years' experience supporting datacentre software
- At least 5 + years' supporting SCCM in a senior position
- Architecture
- OS deployment

- Application packaging and deployment
- Patch management
- Reporting
- Co-management with Intune
- At least 3 + years' supporting Intune
- Good understanding of server environment
- Ability to identify and understand problems, and find suitable solutions
- Conscious of delivering solutions on time
- Ability to clearly articulate problems and solutions with the technical team
- Self-managed

Additional:

- Please note that further checks will be conducted once the candidates are shortlisted (i.e. 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.
- Appointment is subject to conclusion of positive outcomes on these checks

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