

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:** Technical Support Engineer

**Location:** East London

Provide enterprise-level support to customers. This technician will provide support via phone, web, email, chat and other channels as required

### **Primary role accountabilities:**

- System monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups as per customer contract and requirements
- Security monitoring to identify any possible unauthorized access as per customer contract and requirements
- Backup operations, ensuring required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- File archival and purge as necessary
- Tier III/other support per request from various constituencies. Investigate and troubleshoot issues
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- Take ownership of customer issues reported and see problems through to resolution
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Provide prompt and accurate feedback to customers
- Ensure proper recording and closure of all issues
- Prepare and deliver accurate and timely reports
- Document knowledge in the form of knowledge base tech notes and articles
- Ongoing skill development and maintenance of OEM Certifications.

## **Accountabilities and Performance Measures:**

- Taking ownership of customer issues reported and seeing problems through to resolution
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Achieves assigned productivity and profitability quotas.
- Maintains high customer satisfaction ratings that meet company standards.
- Completes required training and development objectives within the assigned time frame.

## **Critical Requirements - Skills, Experience & Qualifications:**

- Minimum Matric
- Minimum six years of sales or sales engineering experience in a business-to-business, large/strategic customer segment; or
- A record of achievement and technical solution expertise in a comparable sales role.
- Product certification, engineering credential, or equivalent technical credential.
- PC proficiency
- Relevant Systems Administration/System Engineer certification in Microsoft.
- Visual monitoring using software tools experience.
- Proficient with Windows Server and Desktop operating systems
- Proficient with HP Server products and NetApp Storage systems.
- Efficient fault finding and troubleshooting proficiency.

## **CERTIFICATIONS:**

### **NetApp**

- NetApp - Configuring & Monitoring NetApp E-series & EF-series Storage systems
- NetApp - ONTAP MetroCluster Installation (MCCIW)
- NetApp - certified Implementation Engineer - SAN Specialist, E-Series
- NetApp - MetroCluster & High Availability (METRO)
- NetApp - Certified Data Administrator Clustered Data ONTAP

## **Cisco**

- CCNA

## **VMWare**

- VMWare Certified Professional 6 Data center Virtualization

## **PERSONAL TRAITS:**

- Detailed oriented, well organized, excellent time management and reliable
- Works well under pressure
- Good verbal and written communication skills

## **ENVIRONMENTAL JOB REQUIREMENTS AND WORKING CONDITIONS**

Position includes outside travel to customers' premises throughout the geographic location of the Port Elizabeth branch and as such will the candidate be required to have own transport and a valid driver's license

## **Contact**

Christine Harper  
Tel: +27 21 529 0700  
Fax: +27 87 741 5100  
Email: [CCharper@datacentrix.co.za](mailto:CHarper@datacentrix.co.za)