

## **SENIOR IT ENGINEER (READVERTISED)**

Oceania Digital Communications is on the lookout for a **Senior IT Engineer**.

### **About the role:**

We are looking for an experienced Senior IT Engineer to join our team. In this role you will:

- Manage issues submitted by clients - either by answering calls or by emails sent to the ticketing system.
- Resolve issues for a diverse range of systems, applications and technologies.
- Act as the escalation point for more complex issues within the team.
- Provide remote and onsite support to our clients.
- Liaise with clients to resolve complex issues and deliver the best client experience possible.
- Liaise with the Operations Manager to deliver projects (for example, Microsoft 365 migrations, Infrastructure refreshes, Software package deployments, etc.)
- Have the opportunity to pursue further training and qualifications with support from our experienced team and management.

### **To be considered for the role, you will require:**

- A minimum 3 years in a Level 3 Microsoft Technology support role, preferably in an MSP outsourced environment
- Experience in supporting and troubleshooting Microsoft Windows server and desktop operating systems
- Experience in Office 365 and Microsoft Azure
- Microsoft Certified Professional (2012 or higher) qualifications
- Network troubleshooting experience
- Competency with DNS, Internet, Routing and network troubleshooting
- Excellent knowledge of server hardware (products and troubleshooting)
- Experience in Firewall technologies

Salary (negotiable) will be based on experience. Only considered applicants will be responded to.

If you are looking to join a talented group of technology specialists and be rewarded with great career opportunities, please forward a detailed resume to our HR team – [hr@odc.vu](mailto:hr@odc.vu)