Project Engineer

We're looking for a qualified and experienced individual to join the Gravi8 Team. You will be based in our hybrid office working environment as an Engineer providing IT support to our customer base across South Africa and parts of the United Kingdom.

Role description:

This person will execute the projects from a technology perspective. They will deploy the Solution to the client as developed and designed by the vCIO and Solutions team and achieve the desired expectation.

Duties or tasks:

- Develop the project prep work and background work.
- Execute the project via remote or onsite work.
- Troubleshooting possible project issues and finding solutions.
- Ensure all communication to clients are up to date.
- Ensure all tickets and projects are updated on BMS.
- Ensuring tickets are completed timeously and in its entirety
- Ensuring a summary of work done or resolution of the ticket is always listed on the ticket
- Assisting clients as best you can, or escalate to the Escalation Team if you are not able to assist
- Liaising with third party vendors when required
- Self-learn and research into topics and problems you are not familiar with
- Keeping up to date with latest technology and possible technology that can be used
- Proposing any new enhancements to the client's assigned vCIO to help improve the client's IT journey and experience

Skills / Requirements:

- Networking + Certification
- A+ Hardware Certification
- MCSE/MCSA Equivalent
- 5+ Years experience in a technical support as well as MSP environment, Server and Network support
- Excellent problem-solving skills backed by solid technical knowledge
- Sound Understanding of
    - DNS/DHCP/Active Directory
    - Network Concepts And Network Security Best practice Knowledge
    - Configuring Routers, managed switches, wireless access points and other network devices
    - Windows Server 2012 – current
    - Hyper-V
    - Office 365 and Google Apps Configuration
    - Editing CNAME, TXT and MX records

- Adequate Understanding of
  - TCP/IP and Subnets
  - Cloud environment ie MS Azure and third party cloud infrastructure
  - Basic Mikrotik configuration
  - General Firewall Knowledge such as Rule priorities and Port Forwarding