

Planned/Unplanned Engineer

We're looking for a qualified and experienced individual to join the Gravit8 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:

The Support Technician is to provide Gravit8 clients support, maintenance and solutions to all applications and technical matters on server, workstation networks and mobile device environments across all operating systems in within their organisation. This is to ensure clients are able to access all IT resources they need, and their network is operating optimally.

Duties or tasks:

- Reviewing and attending to support tickets assigned to you
- Ensuring support tickets are updated with ticket progress
- 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
- Effectively troubleshooting software/hardware issues that arise
- Constant communicate with the client to manage their expectations
- 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

Cape Town

9th Floor / 47 Strand Street / Cape Town /
8001
Tel: +27 (0)21 424 6717

Johannesburg

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www.gravit8.co.za / hello@gravit8.co.za

Gravit8 Information Technology (PTY) LTD
Reg: 2003/028053/07 / VAT: 4310213774
Directors: J. Das & G.M Fouché



- 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

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