



# POSITION DESCRIPTION

**POSITION TITLE:** Senior Systems Engineer

**LOCATION:** MALAYSIA  PHILIPPINES  VIETNAM

## ASW COMPANY OVERVIEW

AS White Global (ASW) is an Australian owned company with offices in Sydney, Vietnam, the Philippines, and Malaysia. We are specialists in unified offshore staffing solutions and have been working in Southeast Asia for the past decade. Our ASW employees are part of our very special ASW family and culture, but also integrate into our client's brand and team – effectively you get two work families!

Working in our local ASW company culture means you will develop strong friendships and great support networks. You will be part of a positive and engaged environment, participate in team and company events, and have access to global training and development opportunities. In addition, you will get exposure working with our international clients and build on your existing skill sets.

## CLIENT OVERVIEW

An exciting opportunity for a Senior Systems Engineer to join a supportive team passionate about the deliver of an efficient, professional and friendly service. The Senior Systems Engineer needs a high degree of technical skill across a broad range of areas in IT infrastructure and a good understanding of ITIL processes who will work in an exciting and rewarding environment.

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### Key Responsibilities:

- Provide third-level escalation support for incident management across the enterprise, including 7x24x365 systems availability and optimization studies, incident management and systems performance reviews in support of all standard enterprise systems platforms and technologies.
- Strategic in designing, documenting, leading projects and automating the daily tedious tasks to focus on delivering the larger initiatives
- Design and document processes and procedure to ensure the compute and storage environment is deployed in line with best practices
- Coordinates development of technical content and conducts system design reviews
- Defines criteria and standards for system modelling and system/subsystem integration
- Collaborate across teams and vendors to meet project goals
- Troubleshoot, remediate, and perform root cause analysis on systems ranging from Wintel, Messaging Systems, Cloud, Virtualization, and other related technologies.
- Problem solving, with the ability to mentor and work with other team members to resolve issues then focus on establishing long term solutions rather than quick fixes
- Manage risks associated with information and IT assets by developing and documenting appropriate standards, practices, and security policies
- Ensure that all architectural products and products with architectural input are maintained in the most current state and never allowed to become obsolete
- Draw up a development and integration plans Build test environments, and pilot deployment
- Involve in Technical Transition and knowledge transfer to SMC team.
- Provide On-Call support and systems patching on a scheduled rotation



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- Available for Major Escalation or Disaster recovery
- Receiving escalated customer calls and emails clarifying requirements
- Log all Incidents, Changes and Problems in the ITSM tool
- Ensure all tickets have accurate details and the correct priority
- Ensure internal and external stakeholders are updated for Priority 1 & 2 tickets
- Escalate and liaise with Major Incident Manager (MIM) as needed
- Escalating issues such as customer complaints to management
- Ensure customer Service Level Agreements (SLA) and customer expectations are met
- Ensure company Key Performance Indicators (KPI) are met
- Ensure company Operational Level Agreements (OLA) are met
- Adhere to the SMC procedures and policies
- Plan / Design / Configure Remote Project work
- Ensure that the working areas are neat and clean
- Support and contribute the team and company culture

## Behaviours expected:

- Excellent written and spoken English, with a warm yet professional phone manner
- Great attention to detail and time management skills
- Excellent analytical and troubleshooting skills
- Calmness under pressure
- Strong diagnostic abilities
- High level interpersonal skills, specifically working with co-workers, customers, and management

## Preferred Skills:

- At least five years of experience as a Systems Engineer in programs that encompass standards, requirements analysis, integration, and process execution and evaluation.
- Experience with multi-data centre, multi-platform, distributed computing environments.
- Experience with Windows and multiple cloud technologies.
- Subject Matter Expert (SME) in MS Wintel Products (Windows Server OS, Active Directory, DHCP, DNS, Load Balancing, Server Clustering)
- Subject Matter Expert (SME) of on-premises Microsoft Exchange Servers and Exchange Online
- Subject Matter Expert (SME) in Cloud Office 365 services (Teams, SharePoint, Outlook, etc.)
- Subject Matter Expert (SME) in Microsoft Azure Administration
- Subject Matter Expert (SME) in Configuration Manager, Patching, and packaging solutions knowledge of (SCCM and In-Tune).
- Knowledge of Hyperconverged Systems (HPE SimpliVity, Cisco Hyperflex and VMware VSAN).
- Knowledge of Virtualization technologies (VMware & Hyper-V).
- Knowledge of VDI technologies (Microsoft RDS, VMware Horizon, and Citrix).
- Knowledge of MDM Mobile Device Management (Sophos, Apple JAMF).
- Knowledge of Rackmount and Blade servers (HPE, Cisco & Dell).
- Knowledge of SAN Storage and SAN switches (HPE, Cisco & Dell).
- Knowledge of Backup technologies (VEEAM, Shadow Protect, Symantec NetBackup, Cloud backup etc).
- Knowledge of DNS, SSL Certificate and Domain Hosting (CPANEL, GoDaddy etc).
- Knowledge of Printers and MFP's.
- Knowledge of setting up Infrastructure in Data Centre/Colocation experience is a plus.
- Knowledge of ITSM tools (SolarWinds, ServiceNow etc.)

## Bonus:

- Relevant certifications and qualifications (Microsoft, ITIL, Cisco, Sophos, VMware)
- Experience working in a 24x7 environment



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- Knowledge of Networking is a plus (Routing and Switching, Firewall, Security and Wireless)
- Strong scripting experience in multiple languages (PHP, Perl, Bash, Shell, PowerShell, etc.)
- Strong Automation experience
- Knowledge of Database is a plus (SQL, Oracle DB).
- Knowledge of Load Balancer (NetScaler, F5 etc).
- Knowledge of multiple OS experience (Centos, Red Hat, Linux).

## ASW Offers

- We are experts in offshoring partnerships. This means that you will be a trusted member of the ASW family, and get access to our great benefits, plus you also get to work directly with one of the clients.
- In our unique English-speaking environment, you can practice and enhance your English with peers and international client teams based in either Australia, UK, US or NZ.
- Get global access to Learning & Development programs.
- Great work-life balance.
- Competitive remuneration.
- Excellent medical benefits.
- Great Paid Leave entitlements.
- Company parties/events, future travel opportunities and other exciting activities.
- Ongoing career opportunities.
- To find out what our people say about working at ASW, visit: <https://aswhiteglobal.com/careers/>