POSITION TITLE: Senior Systems & Network 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.

Overview:

Our client is a privately owned Australian ICT services company, an independent provider of comprehensive services, solutions and products to some of Australia's most prestigious schools, as well as leading health care, aged care and corporate clients. Our client is looking for a Senior Systems and Network Engineer to join their growing team.

Key Responsibilities:

Technical Services:
- Provide 3rd level monitoring, troubleshooting and escalation resolution (onsite or remote) within agreed timeframes and service levels ensuring a high level of customer satisfaction and minimal or no impact to customer.
- Investigate any outages, planned and unplanned and complete post incidence reports for the customer
- Install and configuring software, hardware and networks
- Ensure security through access controls, backups and firewalls
- Upgrade systems with new releases and models
- Follow change management procedures (either our client's or the customers process) for any upcoming system changes.
- Ensure ICT client systems are secure, reliable, stable, flexible and responsive and recommend changes to ensure they remain this way
- Work with the wider team to solve and document the root cause of any problems/incident and complete PIRs as and when required
- Assist in developing/implementing disaster recovery procedures
- Provide after-hours Severity 1 support as rostered and document issue and time
- Prepare and maintain technical and operational documentation and procedures including maintenance reports.
- Contribute to client and prospect system reviews and recommendations
- Ensure any outages are well planned, timed and communicated

- Troubleshoot network (LAN/WAN) issues within client environments
- Upgrade firmware, system builds etc across various security and network appliances
- Troubleshoot and work with Vendors to find solutions for clients.

Growth:
- Support our client with their sales effort by providing responsive, knowledgeable support to onsite teams and other technical staff.
- Assist in statement of works for professional services engagements for assigned opportunities, if needed.
- Identify and share with the customers ICT Manager any optimizations/sales opportunities to the operating environments and recommend and implement appropriate upgrades and installations to the operating systems
- If allocated to a project or project tasks work with Project Manager to deliver the project scope of works. Project work may account for approx. 10-20% of the role.
- Work closely and effectively with Project Manager with open and transparent communication around project progress and completion.
- Become the technical knowledge resource for the onsite team and identifying and help train onsite team in their technical development areas.
- Develop expertise to train staff on new technologies.

Customer Services:
- Deliver the services in the most professional and effective manner possible.
- Communicate effectively with other staffs and clients.
- Assist with technical level discussions around solutions and building a credible future state strategy on optimised architecture including assisting in the development and review of 3-year roadmaps for clients. Participate in the development and ongoing maintenance of the customers roadmap by scheduling a half yearly meeting with the ICT Manager to discuss past 6 months system performance and ticket data..

Qualifications and Experience:

- Degree qualified in ICT/Computing or related
- VMware certification (VCSP)
- Microsoft Certification (MCSE)
- CCNA or CCNP preferred
- Fortinet NSE 4 or above.
- Experience as a Systems Administrator/Operational Engineer implementing, troubleshooting and maintaining networks and systems
- Background within a client focused environment preferred with solid experience as a Windows/Mac Systems Administrator in a multi-server environment (e.g., 10+servers, 500 users+) including experience with Office 365, Microsoft Azure and Active Directory
- Thorough understanding of infrastructure servers, storage, associated networks and enterprise software.
- Advanced Windows server and/or networking skills, Routing, Switching, LAN/WAN, Wireless Networking
- Backup/Storage/Virtualisation/Cloud (Multiple Vendors)
- Experience with Microsoft implementations highly regarded

ASWHITE

- Back ground liasing with ISP to resolve internet and VPN issues.
- Experience with Microsoft implementations highly regarded
- Experience with Fortinet suite of products
- Experience with G-suite/ Google Workplace.

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/