



**Senior IT Technical Support Specialist**  
**Johannesburg**  
**On-Site**

**Job Overview**

- Support end-users and assist with escalations. Manage VIP support and ensure procedures are followed.
- Manage the network and IT infrastructure.
- Implementation of ISO 27002 controls and management of the ISO 27001 ISMS.
- Manage and mentor IT consultants in the Internal IT team.
- Plan and manage IT projects.
- Report on service metrics.

**Responsibilities and Duties**

- VM Server Management via MS Hyper-V & Failover Clustering
- Management of DELL Storage SAN & VRTX
- DELL Hardware Support – Servers /Notebooks /Desktops
- Backup Management – ArcServe & StorVault (E-Vault), Veeam.
- LAN Management – Cabling and switching (DELL)
- WAN Management – FireWALL (SonicWALL & FortiGate)
- Configure and maintain wireless technologies (Ruckus)
- 3<sup>rd</sup> Party Software Support (Quotewerks, GP etc.)
- Certified on Microsoft 365 Suite /Azure Administration & Management
- Secure Baseline setup of Workstation / Servers
- N-Central Network Monitoring Suite – Remote Assistance, Patch & AV Management of Workstations & Servers
- Intune management and device enrolment
- Ensuring network devices and servers are patched
- Mimecast Email Filtering service management
- TP /VC Equipment (Boardroom) Management /Administration
- End User Information Security Training (KnowBe4)
- Incident management, problem management, resolving service requests, and applying change management where necessary
- CCNA and relevant Security certification will be advantageous

**Key Skills**

- Strong planning, organizing, and monitoring abilities



- Able to interact with staff at all levels of the organization /clients and from diverse backgrounds, manage VIP clients
- Service Desk Management skills and leadership /mentoring capabilities
- Attention to detail, organization, and client operations.
- Strong customer focus and experience in recognizing business needs and solutions
- Robust communication
- Troubleshooting and problem solving
- Strong documentation skills
- Ability to work without supervision