



Senior Client Services & Project Consultant – Cape Town

Netsurit offers managed IT services and consulting for a wide range of clients globally. Our head office is in Johannesburg, we have offices in the US (New York & New Jersey) and offices in Cape Town and Durban. This geographic diversity allows us to offer true 24/7 support and other Managed IT Services to our clients.

While the best award we can receive is the loyalty of our clients and staff, Netsurit has been consistently recognised as a leader in the managed IT services industry. Netsurit have been ranked annually in the MSP 501 survey since 2009, we are also one of the leading Dell partners in South Africa and a Microsoft Gold Partner.

We are currently looking for a Senior Client Services & Projects Consultant to join our Cape Town team. The successful candidate will be working remotely from Johannesburg.

Check out our Website: <https://www.netsurit.com>

Requirements:

The Senior Client Services & Projects Consultant must have at least 5+ years' experience in the IT & Networking environment and must have formal IT qualifications, ideally Microsoft roll-based certifications. A candidate with both the attitude and aptitude to succeed in Server/Network Support, Cloud technologies, Projects and Client services consulting will fill this position. The candidate must have a love for all things IT, have strong problem-solving skills and display an eagerness learn and grow within the Netsurit team. Netsurit employees know that we are all in this together and work is an important part of life so it should be fun. A positive attitude and sense of humor is required.

Duties and Responsibilities:

The Senior Client Services & Projects Consultant will be responsible for high-end, proactive as well as reactive Technical Support for Netsurit's client portfolio, including but not limited to:

- Designing, scoping and Implementation of Azure cloud solutions
- Designing, scoping and Implementation of Microsoft365 solutions
- Azure Infrastructure as a Service (IaaS) core knowledge (Storage, Network, Compute)
- Azure Active Directory (AAD) and Azure AD Connect knowledge and experience
- Microsoft Endpoint Manager knowledge and experience (Intune, Autopilot)
- Microsoft Defender for Endpoint knowledge and experience
- Hyper-V / VMWare experience
- Ability to assess client environments, document, and report on findings
- Demonstrate the ability to adapt to new technologies and learn quickly
- Demonstrate time, project, and priority management skills
- Excellent communication skills, presentation skills, written skills
- Infrastructure security analysis and reporting
- Client documentation and policy design
- Incident management, Problem management, Resolving Service Requests, and applying Change Management where necessary.

SA:
Johannesburg: International Business Gateway C/O New Road and, 6th Rd, Midrand, 1685 + 27 11 555 7000

SA:
Cape Town: Building 17-101, The Waverley Business Park, Wycroft Rd, Mowbray, 7925 + 27 21 404 3600

USA:
New York: 224 West 30th Street, Suite 1008, New York NY10001 + 1888 625 4726

USA:
New Jersey: 30 Boright Ave, Kenilworth, United States NJ07033 + 1201 512 1777

E : info@netsurit.com | Reg No.: 2000/016546/07 | VAT 4330163504

Exco Members: Orrin Klopper (CEO), Brian Cooper (Group MD), Henry Swanepoel (CFO), Louis de Klerk (CIO), Eugene Perumal (MD – Netsurit SA), Dean Lentz (MD – Netsurit NY), John Iaccarino (MD – Netsurit NJ), Andrew Cohen (MD – Netsurit Automate), Louwki Coetsee (Group VP – Sales & Client Value), Shaun Davis (CSO), Hud Krause (Executive - Professional Services), Nicolas Hocquet (Executive - Managed Services), Barbi Goldblatt (Executive – Cape Town Region), Dewaldt Du Plessis (Account Executive), Sharon-Lee Bloem (Professional Services Manager), Steven Grobler (Director of Technical Services – NY), Riaan Davis (Executive – Technology, Partnerships), Sarika Thakor (HR Manager)

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- Good understanding of the ITIL Framework and ITSM Systems
- Must display excellent knowledge of TCP/IP Networking protocols, VLANs, installing and configuring firewalls, managed switches, and routers.
- Must have a good understanding of network security, malware/ransomware prevention.
- Assist / mentor junior consultants and host technical workshops for the team
- Be able to analyse / review processes and operating procedures and provide innovative feedback and recommendations.
- Provide high level of support on Windows Servers and workstations
- Be part of a highly motivated, fast paste, and self-managed team, delivering support and project services to Netsurit SLA client base
- Provide professional, concise communication with team members and customers

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