

For over 30 years, Applied Computer Technologies has been a leader in the Bermuda Marketplace offering a large portfolio of technology products and services to fit the evolving needs of our customers. We believe in building strong relationships with our clients and partners, leveraging market leading technologies and services to achieve success.

**Applied Computer Technologies** is currently seeking highly qualified and experienced professionals capable of identifying and delivering various technology solutions that meet the strategic business needs of our clients.

**Technical Project Manager**

As a member of our IT services team, you will be involved in providing project management for a variety of infrastructure technical projects.

To be considered for this position you should have solid, recent experience and qualifications in the following areas:

- Minimum of eight years' experience as a technical project manager
- Excellent understanding of IT infrastructure from a project management perspective
- Proven experience working directly with a variety of infrastructure technical resources
- Experience in managing multiple IT projects simultaneously
- Experience in working directly with customers and acting as a liaison between IT technical resources and business
- Experience in the development, preparation and presentation of standard project management reports
- Project management training and certification
- Excellent verbal and written communication skills
- Exceptional consulting, customer service and relationship building skills, with the ability to successfully interact with a wide range of people
- Demonstrable ability to work in teams as well as independently

**Senior Systems Engineer**

The successful candidate will be involved in all aspects of projects, including pre-sales needs analysis, systems design, proposal preparation and presentation, project scheduling, and systems implementation.

To be considered for this position you should have solid, recent experience and qualifications in the following areas:

**Minimum Requirements:**

- Minimum of 10 years' experience in a 'hands-on', senior consulting position, with significant experience in the design, troubleshooting and implementation of a variety of technologies.
- Proven extensive experience in the architectural design and implementation of Exchange solutions for large enterprise clients.
- Advanced knowledge, certification and experience in Microsoft technologies including System Center, Exchange and Windows Active Directory.
- In-depth architectural knowledge of Active Directory design principles.
- Excellent experience in the architecture, implementation and support of Citrix technologies
- Proven ability to design and implement complex, enterprise-class IT solutions.
- Ability to quickly and effectively digest and implement new technologies as required
- Understanding of networking concepts
- Experience with VMware technologies
- Demonstrable consulting experience with the ability to effectively communicate technical concepts to non-technical individuals at the C-level.
- Exceptional customer service, relationship building and presentation skills.
- Excellent written and verbal communication skills, to effectively communicate with clients and team members as well as produce required reports and documentation.
- Proven experience in the development and presentation of client proposals

**Senior Systems Engineer**

The successful applicant will be involved in all aspects of projects, including pre-sales needs analysis, systems design, proposal preparation and presentation, project scheduling, systems implementation and support .

To be considered for this position you should have solid, recent experience and qualifications in the following areas:

- A minimum of five years' experience in a senior consultant technical role
- Experience working on multiple clients simultaneously
- Advanced experience with Microsoft Active Directory
- Proven experience with Symantec Protection and Trend Security Suite
- Experience with the implementation and support of Citrix and RSA technologies
- Ability to effectively diagnose and repair a wide variety of IT issues including, but not limited to: Microsoft Exchange, Citrix, VMWare, and RSA
- Exceptional and demonstrable consulting, customer service and relationship building skills, with the ability to interact well with a wide range of people
- Excellent written and verbal communication skills, with the ability and drive to complete reports in a timely manner
- Ability to work shift work, including nights and weekends

**Senior Systems Engineer- Networking**

To be considered for this position you should have solid, recent experience and qualifications in the following areas:

**Networking Requirements:**

- 8-10 years network engineering experience with a minimum 3-5 years customer facing Professional Services consulting experience
- Extensive experience in the architectural design and implementation of secured networks (LANs, MANs, WANs)
- In-depth understanding of network topologies
- Proven experience in vulnerability assessment and penetration; testing, reporting and recommendations. Experience with IDS / IPS and enterprise security policies
- Extensive hands-on experience in a variety of firewalls (Fortinet, CheckPoint, Cisco)
- Ability to manage numerous projects simultaneously and drive the necessary activities to solve customer issues
- Deep level knowledge in four of the following and strong knowledge in all other areas of: IP Routing: BGP,OSPF; LAN Switching; MPLS: VPN, Traffic Engineering; QOS; Multicast VPN; Cisco IOS, NX-OS, IOS-XR; Hardware specifications: CRS, Nexus

- Appropriate Cisco certifications (CCDP or CCNP at minimum)
- Excellent analytical skills for solving technical issues
- Excellent time management and organizational skills
- Experience in proposal and documentation writing
- Excellent customer facing skills
- Telephony experience – Mitel and or Cisco and Linux experience would be beneficial

**Systems Engineer**

The successful candidate will be involved in providing remote support for our diverse client base.

To be considered for this position you should have solid, recent experience and qualifications in the following areas:

- Minimum of three years hands-on technical experience
- Proven understanding and experience in the support and troubleshooting of Microsoft products, specifically Microsoft Exchange and Active Directory
- MCSE, MCP, or MCSA certification
- Experience in the support of backup products including Symantec Backup Exec
- Proven experience with Citrix administration
- Experience with the management and maintenance of VMware
- Ability to effectively troubleshoot end-user issues
- Excellent verbal and written communication skills
- Exceptional consulting, customer service and relationship building skills, with the ability to successfully interact with a wide range of people
- Demonstrable ability to work in teams as well as independently

**Systems Engineer – Networking**

To be considered for this position you should have solid, recent experience and qualifications in the following areas:

- A minimum of 5 years of experience in providing implement and support services
- Experience in the design and implementation of secured networks (LANs, MANs, WANs)
- Strong understanding of network topologies
- Extensive hands-on experience in a variety of firewalls (Fortinet, CheckPoint, Cisco)
- Ability to work on multi projects and tasks simultaneously
- Thorough understanding of IP Routing: BGP,OSPF; LAN Switching; MPLS: VPN, Traffic Engineering; QOS; Multicast VPN; Cisco IOS, NX-OS, IOS-XR; Hardware specifications: CRS, Nexus
- Appropriate Cisco certifications (CCDP or CCNP at minimum)
- Excellent analytical skills for solving technical issues
- Excellent time management and organizational skills
- Experience in proposal and documentation writing
- Excellent customer facing skills
- Telephony experience – Mitel and or Cisco and Linux experience would be beneficial

**Technology Services Coordinator**

Under the direction of the Vice President Services the successful candidate will be involved in all areas of service delivery including but not limited to management of incident and change requests, technical resource allocation, trend and escalation management and report management.

To be considered for this position you should have solid, recent experience and qualifications in the following areas:

- Extensive experience with the day-to-day oversight of incidents, IMACs and new requests ensuring that customer's SLAs are achieved
- Oversight of change management and associated customer processes
- Updating and maintaining the asset register, support contracts and licensing records
- Oversight of our warranty / licenses and hardware depot for multiple hardware vendors
- Developing and maintaining IT support & systems processes and procedures
- Act as an escalation point for our Service Administration group
- Management of workflow between Service Administration and Technical teams
- Proven experience in ticket management, trend analysis and reporting
- Responsible for the further development and maintenance of ITIL processes as it relates to IT service delivery
- Excellent understanding of IT service delivery and previous experience working for an IT provider
- Under the direction of the Vice President of Services ensure the continual improvement of processes within the service delivery organization
- Assist the Vice President of Services in other service related activities

**Required Skills and Experience:**

- A minimum of 5 experience in a similar role
- Proven experience in the development and management of IT processes in line with of ITIL processes
- ITIL certifications
- Exceptional and demonstrable leadership, customer service and problem solving skills
- Excellent presentation skills and written and verbal communication skills
- Ability and drive to complete professional reports and respond to all internal and external communications in a timely manner
- A proven track record of excelling in a fast-past, results-oriented environment with changing priorities and multiple goals
- A proactive and self-motivated work ethic

Interested candidates should apply in writing, referencing the position you are applying for, with a resume, no later than August 16th, 2016 to:

Human Resources  
Applied Computer Technologies Ltd.  
P.O. Box HM 2091, Hamilton HM HX or by email to: [careers@act.bm](mailto:careers@act.bm)

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**Applied Computer Technologies**

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