

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 a highly qualified and experienced professional capable of identifying and delivering various technology solutions that meet the strategic business needs of our clients.

SENIOR SYSTEMS ENGINEER #1

As a member of our rapidly expanding professional services team, 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:

- Provide timely response to all incidents, outages and performance alerts. Categorize issues for escalation to appropriate technical teams
- Recognize, identify and prioritize incidents in accordance with customer business requirements, organizational policies and operational impact
- Collect and review performance reports for various systems, and report trends in hardware and application performance to assist senior technical personnel to predict future issues or outages
- Monitor a wide variety of information and network systems that include, but are not limited to telecommunications circuits, LAN/ WAN systems, routers, switches, firewalls, servers, storage, backup, operating systems and core applications
- Document all actions in accordance with standard company policies and procedures
- Notify customer and third-party service providers of issues, outages and remediation status
- Work with internal and external technical and service teams to create and/or update knowledge base articles
- Perform basic systems testing and operational tasks (installation of patches, network connectivity testing, script execution, etc.)
- Under guidance, perform out of hours troubleshooting or repair tasks
- Support multiple client operational environments with high uptime requirements. Varied schedules may include weekday, evenings or weekend hours.
- Maintaining, managing, and closing ticket within a centralized ticketing system
- On-site client visits both scheduled and ad-hoc as assigned
- Work within an SLA time frame

Required Skills and Experience:

- A minimum of three years of experience supporting and monitoring network systems, servers or storage in an enterprise environment. Previous NOC experience is strongly preferred.
- Experience working in a technical environment providing remote support for a variety of technologies including, but not limited to.
- Ability to follow and maintain technical documentation
- Excellent English communications skills both written and verbal
- Excellent interpersonal skills with a demonstrated ability to interact clearly with customers and technical personnel in high-stress situations
- A proven track record of excelling in a fast-paced, results-oriented environment with changing priorities and multiple goals
- A proactive and self-motivated work ethic
- Exceptional consulting, customer service and relationship building skills, with the ability to successfully interact with a wide range of people

SENIOR SYSTEMS ENGINEER #2

- Strong Knowledge of Network attached storage and access protocols, such as SMB, iSCSI and NFS
- Strong Knowledge of Storage Area Networking, using HPE or Cisco switches
- Strong knowledge of Enterprise Storage Array such as NetApp, 3Par, Nimble, EMC Data Domain
- Strong knowledge of HPE Server and Blade technologies (OneView, Synergy, ProLiant, etc)
- VMWare virtualization and running guest operating systems in a virtual environment
- Demonstrated experience with the following technologies: snapshot, cloning and deduplication
- Install, configure, maintain and support SAN and supporting infrastructure required to deliver Storage and Backup Services
- Experience with public (Azure) cloud and hybrid cloud design and implementation
- Windows Server Administration: Experience with Windows Server 2008, 2008 R2, 2012, 2012 R2, 2016, Windows performance monitoring, tuning and troubleshooting
- PowerShell automation and reporting.
- Experience with Azure PaaS services including; App Services, Key Vault, Azure Automation, Resource Manager, Storage/ Backup, Application Service Environments and an understanding Azure ARM templates and Azure Automation
- Experience supporting application and migrating application teams from a data center to the cloud
- Experience in Architecting and Implementing Azure IaaS offerings such as Azure VM, Blob Storage
- Ability to complete a project or task, with minimal supervision
- Engineer, implement, and support storage solutions
- Document engineering solutions so that services are delivered in an effective and efficient manner
- Manage and coordinate work with other IT groups to deliver systems and services

- Manage multiple projects, balance, and prioritize work.
- Operational experience supporting enterprise class storage systems in 24x7 high-availability environment

SENIOR SYSTEMS ENGINEER - NETWORKING

- Combined 6 years of Cisco, Fortinet and HPE networking engineering experience in enterprise organizations
- Experience in the architectural design and implementation of secured networks (LANs, WANs, SDWANs) including knowledge and understanding of TCP/IP, OSPF, BGP, EIGRP, SIP, MPLS, carrier troubleshooting, VoIP, Voice QOS/COS technologies.
- In-depth understanding of network topologies design and implementation methodologies
- Experience with IDS / IPS and enterprise security best practices
- Extensive hands-on experience with a variety of firewalls (Fortinet, CheckPoint, Cisco) – implementation, migration from one vendor to another, auditing and troubleshooting.
- Proven interpersonal and leadership skills working in a team environment, creating a motivation for high achievement.
- Must have excellent written and verbal communications skills to communicate effectively with peer teams and management.
- Preferred certifications for any or all of the following: Cisco Certified Network Administrator (CCNA), Cisco Certified Network Professional (CCNP).
- Ability to manage numerous projects simultaneously and drive the necessary activities to solve customer issues
- Must be able to work under tight deadlines and work with limited or no supervision.
- Act as an escalation point during off-hours.

MANAGER OF TECHNOLOGY SOLUTIONS

Responsible for the effective communication of the ACT services and sales teams; and to drive revenue through the process of selling and executing while bringing ACT's portfolio of products to market.

Key Roles & Responsibilities:

- Responsible for all Data Center related proposal content and technical documentation to support the solution design
- Adapt ACT's portfolio to emerging and new technologies
- Provide expertise in technology presales to customers
- Drive technology solutions through the sales and services teams
- Develop and drive IT solutions within ACT's service, cloud and technology portfolio
- Responsible for New Product Assessment and Introduction process for ACT's technology portfolio
- Speak confidently with customers regarding how these technologies align with their business requirements.
- Ability to fully understand the technical capabilities of the Data Center offerings in ACT's portfolio
- Take full responsibility for all aspects of the sales cycle including general teaching, introductory meetings, supporting bid responses, product and solution briefings, proof-of-concept preparation and the coordination of additional supporting technical resources
- Identify and qualify Data Center opportunities through a formal sales process.
- Billable consultative engagements with client IT policy and strategy planning
- Billable engagements with clients architecting and deploying technologies listed below
 - Experience with and knowledge of the following:
 - Process-oriented IT project implementation
 - Track record of successful SMB and enterprise integration projects
 - Extensive knowledge of enterprise solutions architectures
 - Extensive knowledge of NIST and ISO 27001 frameworks
 - Applications of policies and technology to GDPR, PIPA and PATI and business impacts
 - Business Vertical Applications
 - Security Solutions
 - Virtualization
 - High Performance Computing
 - Development and Test
 - Storage, Backup, and Recovery
 - Network Infrastructure
 - Wireless Network design
 - WAN optimization
 - Remote Access and VDI Solutions
 - Microsoft and IBM Cloud Offerings

Interested candidates should apply in writing, referencing the position you are applying for, with a resume, no later than September 4, 2018 to:

Human Resources
Applied Computer Technologies Ltd.
P.O. Box HM 2091
Hamilton HM HX

or by email to careers@act.bm
ACT is an Equal Opportunity Employer

it starts with >>

Applied Computer Technologies

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