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

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-past, 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

Interested candidates should apply in writing, referencing the position you are applying for, with a resume, no later than March 22, 2019 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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