

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.

ACT is seeking to employ a **DESK-SIDE ANALYST, LEVEL 2 TECHNICIAN**. As a member of the services team the candidate will be involved in a variety of support plan and project-based activities for our diverse client base.

Key Duties and Responsibilities

- Client focused support for O365 and all aspects of Microsoft Modern Workspace
- Troubleshoot and configure mobile devices, phones, printers and other computer and telecommunications equipment
- Image creation and deployment, preference for Intune experience
- Ability to problem solve, diagnose, and follow through to resolution
- Windows patching, determine prerelease success rate and produces change management stats for release to all devices
- Document procedures, standards, best practices configurations, settings and installation sequences
- Daily incident management
- Daily request fulfillment

Minimum Qualifications and Experience

- Minimum of 3 years' experience in Information Technology
- A Technical Diploma or University degree in Computer Science or related field
- ITIL Certification is desirable
- Knowledge of an incident and problem management tools and processes
- Strong knowledge of Windows 10 OS, Exchange, O365, Intune and Active Directory
- Experience supporting Office Suite of products
- Good written and verbal communication skills
- Strong troubleshooting skills
- A sense of urgency to complete tasks and assignments
- Ability to take direction and follow practices and procedures consistently and accurately
- Ability to work independently as well as in a team environment

ACT is seeking to employ a **SENIOR SYSTEMS ENGINEER**. The successful candidate will be an experienced generalist and knowledgeable across technology domains including cloud, server, backup and security appliances. The successful candidate will provide project and operational support for service delivery to internal and external clients, and stakeholders.

Key Duties and Responsibilities

- Have an advanced understanding of implementing and supporting Microsoft cloud services, including any of the following:
 - Azure Core Platform (Compute, Storage, Networking)
 - Azure Services
 - Azure AD
 - Azure Automation and CLI
 - Microsoft 365
 - Microsoft Intune / Endpoint Manager
- Ensure the enforcement of standards and procedures related to IT Infrastructure and Information Security
- Strong focus on ITSM change management and incident management
- Have significant demonstrated success in client-facing situations
- Have a strong understanding of more "traditional" Microsoft products, such as Windows Server, Windows, IIS, SQL Server, etc.
- Have experience with automation and PowerShell scripting
- Have demonstrated experience executing technical tasks in projects of varying complexity
- Manage and maintain infrastructure lifecycle, including inventory, maintenance of infrastructure components.
- Experience in configuring and managing VMware servers and desktops virtualization platform
- Ensure smooth and stable operations and daily health of processing, backups, networking, and security equipment
- Deploy infrastructure services that support end-users and back-office operations
- Participate in testing disaster recovery and business continuity systems and programs
- Provide after-hours support for Infrastructure related emergencies as well regular and occasional weekend maintenance
- Experience working with regulated environments is a strong plus but not required
- Experience supporting networks (Fortinet an asset)

Minimum Qualifications and Experience

- Have experience working with a Managed Services Provider or IT services consulting firm
- 5+ Experience with migrations into cloud systems including MS Azure
- Experience supporting VMware, Active Directory, Exchange, Citrix, and PowerShell scripting
- Experience configuring and administering backup technologies (Veeam and Zerto)
- University or college degree in Computer Sciences or equivalent
- 10+ years of experience in Windows Server administration
- Experience working in a team, able to lead, prioritize and execute tasks in a high-pressure environment and provide or make sound decisions in emergencies
- Certifications within the Microsoft stack (MS-500, AZ-500 preferred)

Interested candidates should apply in writing, referencing the position you are applying for, with a resume, no later than April 29, 2022 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