

RESOURCE PLANNING
October 19, 2019

1.1.6 Job Descriptions – Network Engineer / Desktop Support Engineer

Network Engineer / Desktop Support Engineer

Experience Range: 3+ Years

Location: Turkey

Industry: IT-Software / Software Services

Functional Area: IT-Software Application Programming and Maintenance

Job Description

The Network Engineer contributes to providing a cost efficient, stable and effective IT infrastructure. Achieve a high internal user satisfaction via an appropriate quality of service offered to the company users.

In addition to that, contribute to optimizing IT investments and securing the evolution of the IT architecture according to the company business needs and strategy.

Duties and Responsibilities:

- ✿ Responsible for the daily user-support, including
- ✿ Trouble shooting and problem solving on infrastructure and business applications, using a ticketing-based system.
- ✿ Troubleshoot complex customer network issues (LAN & WAN) and provide corrective actions to restore the customer services.
- ✿ Setup, configuration and delivery of workstations (Windows, UNIX, LINUX).
- ✿ Installation of software applications;
- ✿ Test of new equipment.
- ✿ Participate in the setup and support of servers, communication infrastructure and network devices.
- ✿ Communicate and co-operate with external partner(s) regarding problem solving.
- ✿ Assist and advice users in finding the best suitable solution for their needs. This relates to choose of systems, best working practices, integration of systems, etc.
- ✿ Participate in the order fulfilment process for new IT systems, i.e. typically workstations.
- ✿ Participate in making and updating documentation regarding IT procedures, frequently asked questions, knowledge base content, systems setup and systems maintenance.
- ✿ Take ownership of internal IT processes & procedures and drive continuous improvement. Pro-actively co-create and re-engineer internal procedures, and update/document. Take initiative and communicate/involve stakeholders.
- ✿ Demonstrable technical expertise in deploying MS applications such as Windows 10, Skype for Business, Office 2016 etc
- ✿ Laptop/Desktop Installation and troubleshooting
- ✿ Patch updates and driver's installation
- ✿ Deep technical skills on Microsoft Core components are mandatory - DNS, DHCP, WINS

Key Qualification

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- ✓ 3 years of relevant experience in an IT support role.
- ✓ Experience in production support for critical applications.
- ✓ 3 Years of experience with Oracle Weblogic.
- ✓ 2 Years of experience with Apache/Tomcat/iPlanet.
- ✓ 2 Years of working experience on Linux/UNIX, SunOs and Shell Scripting skills.
- ✓ You have worked with a variety of IT support systems.
- ✓ Experience with ITIL, is considered a plus.
- ✓ Experience with PC operating systems, applications and hardware for both Windows & LINUX.
- ✓ Security knowledge and awareness.
- ✓ Technology awareness of server technology (Citrix, VM Ware) is considered a plus.
- ✓ Experience working in an international and complex company.
- ✓ Proficient in English.
- ✓ Excellent customer orientation skills.
- ✓ Experienced with Unix/Linux, TFTP, Putty and basic sysadmin abilities.
- ✓ Multi-vendor hardware/software knowledge and experience (Cisco, Arista, Juniper, etc.).

Key Skill Set

- ⊗ Microsoft MCSE, MCITP Systems Administrator (Active Directory)
 - ⊗ Strong Networking Skills, Cisco CCNA and CCNP certification
 - ⊗ Advanced Linux systems administration skills and certification.
 - ⊗ Strong troubleshooting skills of very complex systems
 - ⊗ Ability to explain complex IT concepts in simple terms
 - ⊗ Ability to manage high priority projects
 - ⊗ Proven ability to work successfully with limited supervision
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