

Preventative Maintenance Engineer

Job Title: Preventative Maintenance Engineer

Reports To: Managed Services Manager

Overview

To pursue our mission of “helping clients achieve their greatest potential using the power of technology”, we are looking for a hands-on Preventative Maintenance Engineer based in our Limerick Office.

Job Purpose

To provide support customer service requests within a timely manner and to demonstrate technical expertise and exceptional customer service skills. This role requires an individual who is highly motivated with a demonstrated ability to work under pressure by handling multiple assignments simultaneously as well as learning new skills and procedures.

Duties and Responsibilities

Technical Responsibilities:

- Conducting reviews of Client infrastructure ranging from servers (both physical and virtual), mail servers, storage solutions, backup and disaster recovery systems are all operating without issue.
- Providing Clients with an update based on the review.
- Performing updates and installing patches on Client systems.
- Updating site documentation.
- Identifying areas of the Clients infrastructure that may require upgrading.
- Providing support to the managed services and helpdesk teams as required.
- Providing support to Clients with issues that require an Engineer to be based on site “Break Fix”.
- Comply, maintain and promote information security in ActionPoint.

Required Qualifications and Experience

- Experience in providing technical support to enterprise customers or software customers.
- Excellent interpersonal skills.
- Working knowledge of Microsoft (Windows Server 2003 - 2012, Windows XP, Windows 7, 8, 8.1 and 10).
- Excellent written and verbal communication skills in English as this will be a customer-facing role.
- Self-motivated and enthusiastic.

Desirable Qualifications and Experience

- Hands on experience with VMware ESX Server or VMware products.
- Technical Certifications (MCSE, MCP, CCNA, CCA).
- Setup, operation and troubleshooting of TCP/IP networking.

This job description is a summary of the typical functions of the role, not an exhaustive or comprehensive list of possible role responsibilities, tasks and duties and is subject to review. The responsibilities, tasks and duties of the job holder might differ from those outlined in the job description and other duties, as assigned, might form part of the job.