Position Description: Service Desk Engineer III

Reports to: Service Desk Team Leader
Location: Manila, Philippines
Key Relationships: Clients, Partners, Suppliers, Service Delivery, Technical Operations, Sales, Finance & Administration
Work Hours: 40 hour work week; rotating roster

Position Overview

The goal for the Service Desk Engineer III, is to create value for clients that will help preserve the organisations reputation and business by being proactive and responsive to events and monitoring alerts. There are a number of remote tasks that can be completed on behalf of clients and a focus on client centricity and utmost client care and professionalism is expected at all times from this role. This role also aims to identify process and people improvements for Service Desk.

General Responsibilities

- Adheres to all company policies and procedures
- Cultivates relationships with partners, clients, vendors and carriers
- Provides friendly, courteous, professional and timely service and support to clients, partners and staff via phone, email or otherwise as required
- Delivers "100% Committed" service, in keeping with the goals of Cloud Plus

Service Desk Engineer III Responsibilities

- Intermediate to advanced solution support for M365, Networking, Virtualization, Storage, Server Infrastructure, Desktop Management Windows 7 and 10, End Point Security – AV, Backup Management and Citrix Infrastructure
    - SME (subject matter expert) of one or more of the above technologies
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Record Incidents, Service Requests, Problems and Change Requests including on-going troubleshooting and closure notes into the ITSM ticketing system
- Provide service improvement strategies and ideas
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Identify and suggest possible improvements on technical process
- To be assigned as a Primary or Secondary Engineer to specific clients
- Own and manage or assist with technical Change Requests
- Submit a technical blog on any relevant technology or application
- Become a subject matter expert (SME) of any technology or application
- Serve as an escalation point and mentor for the Service Desk Engineer and Service Desk Engineer II when the issue requires intermediate to advanced troubleshooting

- Help in the knowledge management for Service Desk; create / update knowledge articles
- Close working relationship with Service Desk Technical Lead
- Mentor and coach to Service Desk Engineers
- Perform technical or engineering tasks as assigned by Senior Engineers or Service Desk Technical Lead
- Perform non-technical tasks as assigned by Strategic Service Manager or Service Desk Team Lead

Skills

- Experience and knowledge of ITIL, especially Incident Management, Change Management, Problem Management and SLAs
- Intermediate to Advanced knowledge of the Microsoft stack; on-prem and Cloud
    - M365 and experience in navigating through Admin Center
    - SharePoint, Teams, Office,
- Intermediate to Advanced knowledge of Server Infrastructure
- Intermediate to advanced knowledge of Citrix Infrastructure, Citrix Studio and Citrix Director
- Ability to work in a flexible and fast-paced working environment with minimum supervision
- Team player, has strong work ethics, adaptability to movement and changes on the business
- Focused and keen on career growth and development
- Amenable to shift rotation (24X7 Global Support) as per business requirements

Qualifications / Experience

- 5-8 years continuous Service Desk or Technical Support work experience
- 1-3 years as technical lead
- 1-2 years background (work experience or study) on Infrastructure Support (Active Directory, Server Infrastructure, M365 Admin Center, Citrix Infrastructure)
- Preferably with Managed Services Experience
- Bachelor's Degree in a related discipline or equivalent experience in industry