

MID-TIER ENGINEER JOB SPECIFICATION



Employee Name:

Job Title: Mid-Tier Engineer

Effective Date: 1 January 2024

JOB PURPOSE STATEMENT

The role of a Mid-Tier Engineer at Netelligent is to uphold the business brand and work as a team to deliver high quality, dependable service to customers – assisting with the setup and & maintenance of systems and troubleshooting of technical issues.

KEY DELIVERABLES:

Key Performance Area	Tasks and Duties
Technical Troubleshooting	<ul style="list-style-type: none">• Handle technical support for customers (ticket system based).• Ensure a closed loop approach to the management of tasks.• Service will be provided to customers remotely and onsite.• Advisory role to customers and onsite technicians.
Systems Maintenance	<ul style="list-style-type: none">• Execute preventative maintenance activities for customers on technical systems – patching, security review, update firewall rules.• Reporting on systems.• Maintain system documentation.
Systems Deployment	<ul style="list-style-type: none">• Setup of software, hardware, cloud solutions for customers in accordance with best practices.• Ensure a focus on secure deployments in accordance with business requirements.
General	<ul style="list-style-type: none">• Maintain technical certifications.• Build relationships with customers and the technical team.• Ensure quick turnaround times when communicating.

JOB REQUIREMENTS:

- Bachelor's degree or National Diploma in engineering or related field
- Minimum of 3 years of experience in technical roles
- A keen interest in IT Security (Sophos, Fortinet, Offensive Security etc.)
- A keen interest in Networking (HPE Aruba, Sophos etc.)
- Technical and analytical skills
- Excellent problem-solving and critical thinking skills
- Excellent communication and interpersonal skills
- Able to work as part of a team and independently
- Open minded to personal growth and development
- Firm understanding of Security Best Practice
- Security First mindset when solving problems

These responsibilities are not exhaustive. In this dynamic role as a Mid-Tier Engineer, you may be required to perform ad-hoc tasks and adapt to evolving challenges as they arise, ensuring that our



clients receive the best possible service and solutions tailored to their unique needs. Your versatility and readiness to address diverse demands are integral to achieving success in this role.