

Employee Name:

Job Title: Senior Engineer

Effective Date:

JOB PURPOSE STATEMENT

The Senior Engineer is a technical leader within Netelligent Consulting, responsible for delivering expert-level engineering support, solution design, project implementation, and technical leadership across the client base. This role serves as the escalation point within the engineering team and is accountable for maintaining service excellence, driving operational improvements, mentoring technical staff, and ensuring customer environments remain secure, stable, and aligned with best practices.

The Senior Engineer is expected to take ownership of complex technical challenges, proactively identify opportunities for improvement, contribute to the strategic direction of technical services, and assist in developing the next generation of engineers through coaching, mentoring, and formal training initiatives.

The role requires a highly motivated individual who demonstrates strong technical expertise, excellent communication skills, commercial awareness, and a commitment to Netelligent's values and culture.

KEY DELIVERABLES:

Key Performance Area:	Duties:
Technical Leadership & Engineering Excellence	• Act as the highest technical escalation point for L1 and L2 Engineers. • Lead the investigation and resolution of complex technical issues. • Design, implement, maintain, and troubleshoot customer infrastructure and cloud solutions. • Maintain expert-level knowledge of networking, security, virtualization, cloud technologies, Microsoft platforms, backup solutions, and modern infrastructure technologies. • Drive technical best practices and standards across the engineering team. • Participate in technical architecture and solution design activities. • Lead major incident response and root cause analysis processes. • Provide after-hours support for critical escalations and standby requirements. • Ensure all technical work is completed to a high standard and aligned with customer requirements. • Identify opportunities for automation, standardisation, and operational efficiency improvements.

Customer Ownership & Service Delivery	• Take ownership of assigned customer environments and ensure ongoing operational stability. • Build trusted advisor relationships with key customer stakeholders. • Act as the senior technical representative during customer meetings and reviews. • Ensure customer escalations are managed professionally and resolved within agreed service levels. • Review customer environments proactively and provide recommendations for improvement. • Assist with strategic technology planning and roadmap discussions. • Support customer onboarding, migrations, upgrades, and infrastructure refresh projects. • Ensure customer documentation remains accurate and current.
Project Delivery & Solution Implementation	• Lead technical project implementations from planning through to completion. • Assist with solution scoping, Proof of Concepts (POCs), and technical validation activities. • Work alongside the sales and pre-sales teams to develop technical solutions that meet customer requirements. • Manage project risks, dependencies, and technical challenges. • Ensure project documentation, handovers, and knowledge transfers are completed successfully. • Provide technical oversight for complex deployments and migrations.
Mentorship, Training & Team Development	• Mentor and coach L1 and L2 Engineers to improve technical capability and customer service delivery. • Assist with technical onboarding and skills development programmes. • Conduct regular knowledge-sharing sessions and technical workshops. • Identify training gaps within the engineering team and provide guidance on development plans. • Lead technical training sessions for a minimum of 3 hours per quarter. • Contribute to building a culture of accountability, learning, and continuous improvement. • Assist management in identifying future technical leaders within the business.
Documentation & Knowledge Management	• Develop and maintain high-quality technical documentation, SOPs, network diagrams, low-level designs, and as-built documentation. • Ensure customer and internal documentation remains accurate and up to date. • Establish and maintain technical standards and documentation frameworks. • Contribute to the internal knowledge base and technical resources available to the team.

	Review documentation quality across the engineering team and provide guidance where required.
Operational Excellence & Continuous Improvement	- Drive initiatives that improve service quality, efficiency, and customer satisfaction. - Participate in service reviews and continual service improvement activities. - Assist in developing operational standards, procedures, and technical governance processes. - Conduct root cause analysis and contribute to preventative actions following incidents. - Ensure change management processes are followed and improvements are identified. - Monitor industry trends and emerging technologies to identify opportunities that benefit customers and the business.
Administration & Compliance	- Ensure all work performed is accurately recorded within the Service Desk platform. - Maintain detailed and accurate ticket notes, time entries, root cause analysis, and resolution documentation. - Account for 100% of working time through the Service Desk system. - Achieve billable utilisation targets as determined by the business. - Adhere to company policies, security standards, and compliance requirements. - Maintain confidentiality and professionalism when dealing with customer information.

MINIMUM REQUIREMENTS:

Experience:

- Minimum 7–10 years' experience in IT infrastructure, systems engineering, and technical support.
- Proven experience in a senior engineering or technical lead role.
- Experience managing complex customer environments.
- Experience leading technical projects and major incident resolution.
- Managed Services Provider (MSP) experience preferred.

Technical Skills:

Strong knowledge and practical experience in:

- Microsoft 365 and Google G-Suite
- Windows Server environments
- Active Directory and Group Policy
- Virtualisation technologies (VMware, Hyper-V, Proxmox)
- Networking (Routing, Switching, Wireless)

- Firewalls and Network Security, (experience with Sophos products advantageous)
- Backup and Disaster Recovery solutions (experience with Proxmox Backup, Veeam and Synology Active Backup advantageous)
- Endpoint Security and Cybersecurity best practices
- Cloud technologies and migrations
- Monitoring and RMM platforms
- PowerShell scripting and automation