

Support Engineer

We are an established, dynamic company that provides global software and business solutions to the Aviation and Service Management industries. We've been at the forefront of our industry for over a decade, providing solutions to some of the world's biggest organisations.

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| Job Title: | Support Engineer |
| Department | Technical Services |
| Reports to: | Support Development Manager |
| Place of Work: | Sydney office |

Job Purpose:

The Support Engineer's purpose is to operate within the confines of Zafire's delivery methodology - the 'Engine Room' to:

- Act as the main point of contact for customer liaisons regarding support incidents, service requests, change requests and problem reporting.
- Undertake system housekeeping, maintenance and administration tasks.
- Provide training and mentoring for the junior members of the technical support team

Primary Responsibilities

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| ➤ Receive, record, and analyse customer incidents, service requests, change requests and problems |
| ➤ Provide status updates and feed back to customers via email and telephone to meet SLA requirements |
| ➤ Manage customer change, perform software releases, and scheduled maintenance activities |
| ➤ Follow escalation procedures as necessary |
| ➤ Undertake system housekeeping, maintenance and administration tasks |
| ➤ Train and mentor the junior members of the support development team |

Accountabilities

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| ➤ Follow company systems and procedures at all times to ensure compliance in all aspects of work. |
| ➤ Actively take part in the Company PDR process, which is to be conducted on at least an annual basis. |
| ➤ Actively support and take part in appropriate learning and development opportunities. |
| ➤ Adhere to health and safety policy and other requirements relating to care of equipment. |
| ➤ Ensure completion of any required management information, including daily timesheet. |
| ➤ Demonstrate and work by the Company values at all times. |
| ➤ Additionally, you may be called upon to undertake other tasks within the company as may be reasonably requested by the company based on your knowledge and experience. |

Professional Specification

| | Essential | Desirable |
|--|--|---|
| | <ul style="list-style-type: none"> ➤ A working knowledge of Windows administration ➤ MS Office 365 ➤ Customer service or helpdesk experience ➤ Basic knowledge of IT ➤ A logical approach to problem solving ➤ Analytical capabilities ➤ Work well under pressure ➤ Communicative and outgoing. ➤ Forward thinking individual. ➤ Ability to adapt to an ever- changing environment. ➤ Excellent organisational skills ➤ Positive attitude to work, with the ability to learn quickly ➤ Good trouble-shooting skills with the perseverance to solve problems ➤ Able to work productively, both autonomously and as part of a team ➤ Ability to plan effectively and deliver to deadlines | <ul style="list-style-type: none"> ➤ Attended college or university and graduated with an IT related qualification ➤ Linux/Unix experience and associated scripting languages like Python, Perl, shell scripting, etc ➤ Experience in troubleshooting/problem solving ➤ Experience working within an ITIL Framework ➤ Service Management / Aviation Industry experience ➤ System / solution integration. ➤ Unibasic, Javascript ES2015/16, JQuery, PHP ➤ Cordova dev platform ➤ HTML / CSS3 ➤ Multivalue, DBA ➤ SQL / My SQL |

Personal Attributes

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| Communicator - adept and adaptable communicator, effective inter-personal skills, verbal and written communications. |
| Conflict Resolution - Ability to operate sensitively in situations where there is uncertainty and potential for conflict. |
| Stakeholder Focus – ability to make stakeholders feel at ease and be confident in their ability and knowledge. Provide open and honest communication to ensure that stakeholders are updated at every stage of the Delivery Assurance process. |
| Target Orientation – ability to meet Customer Service targets within the agreed timeframe, if targets are unachievable set the correct expectations and escalate accordingly. |
| Personal Motivation (self-starter) – can formulate internal and external relationships to understand processes / issues. Ability to appear confident, outgoing and belief in their ability will transfer to the customer/s to build confidence / trust in the information / resolutions provided. |
| Personal Learning Focus – understand weaknesses / strengths and transfer to a self-development plan. |
| Relationship building – establish a dialog with stakeholders and peers in relation to and the context of the deliverable. |

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| Name: | | Manager: | |
| Signature: | | Signature: | |
| Date: | | Date: | |