First Responder Support Engineer

About Us

TechConnect IT Solutions, an AWS Advanced Consulting Partner, simplifies your complex and raw data problems, transforming them into actionable insights that help drive ongoing success for your organisation.

With deep data science expertise in databases, analytics, machine learning, and gaming, TechConnect provides architectural solutions and services to our clients to ensure a cost optimised architecture that delivers highly available, scalable, and secure cloud architectures.

Our Vision is to create a company that everybody loves. We have an energetic work environment, to build and grow knowledge, where we always strive to delight our customers and never settle for ordinary.

About the Team

We are a team made up of problem-solvers, innovators and deep thinkers who strive for clarity. Our Vision is to create a better world through technology. At TechConnect, we help businesses unlock the insights that are hidden in their technology — and work with them to use what they learn to do better. From developing more efficient processes that save time and money to creating new technologies that help solve global and social issues.

About the Role

TechConnect are seeking an ideal team player who is Smart, Hungry and Humble. You will be responsible for supporting all aspects of the IT systems and services. Additionally, the role includes responsibility for ensuring the security and integrity of computer operations and systems development. You will be well-organised, work exceptionally well with different people (in different locations and time zones).

Key Responsibilities but not limited to:

- Queue management, manage tickets, planning and prioritising systematically to minimise backlog and ensure operational efficiency.
- Provides day-to-day IT support in coordination with the regional APMEA Service Desk and in consultation with Regional IT Manager in region. These include meeting and/or event support if requested by the business.
- Pushes for fast resolutions, includes remote functions, i.e., working with remote service desk, Level-2 IT partners, Area IT and Service Owners.
- Maintains & supports local computer assets, mobile devices & infrastructure components under the guidance of regional IT and in cooperation with APMEA Service Desk and L2 IT partners.

- Administrates local (external) end-user account access and permission in relevant tools, management, and monitoring platforms (similar to functions performed by remote service desk).
- Collaborates with regional IT and relevant IT peers about limitations, improvements or simplification ideas in current support services, processes & tools for alignment and resolutions.
- Leverages Incident, Request, Problem, Outage, Change, Knowledge & Asset Management processes

Knowledge, Skills and Experience

1. IT education or equivalent 3 to 5 years IT experience.
2. Strong knowledge in MS Windows OS, macOS, AD, Azure, JAMF, Service Now, Intune, Office 365
3. Experience working in a medium-to-large enterprise environment, including desktop management.
4. Broad knowledge of IT standards, applications and trends.
5. Familiar with Service Level Management and ITIL practices with focus on operational efficiency.
6. Global mindset, builds & maintain client and peer relationships with mutual trust.
7. Strong analytical, problem-solving & customer-oriented communications skills particularly for VIP.
8. Perseverance, result driven, self-starter.

Essential Skills and Experience

- A Team Player
- Display confidence when dealing with people, with well-developed written and verbal communication skills.
- Communicate well with staff and suppliers, exhibiting excellent listening skills.
- Demonstrate high standards of professional behaviour when dealing with suppliers, staff and clients.
- Ability to investigate issues and requirements and identify and prioritise appropriate solutions.
- Ability to adapt and adjust to changing processes, constantly seeking process Improvement
- Ability to maintain detailed and accurate records.
- Offer assistance to other employees in use of various technologies.
- Ability to build professional relationships with key stakeholders and staff.
- Demonstrated interest in technology.
- Relevant IT/industry experience and/or qualifications/experience in the following areas: Microsoft O365 / Azure / AWS.
- Atlassian product suite experience desirable.
- Demonstrated understanding of IT Management.
- Ability to work flexible hours when required.

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