Enterprise It Engineer - Nsw 04042024

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Company: Secure Parking

Location: Sydney

Category: other-general

Before you apply, are you:? Energetic: You can tackle any situation with enthusiasm and determination.? Enthusiastic: You're highly motivated and naturally enthusiastic about what you do and that's reflected in the way you behave and talk.? Empathetic:? You are friendly, personable and a team player. You genuinely care about providing exceptional service to our customers, clients, and staff members. Secure Parking is one of the largest commercial car park operators in Australia, with over 550 car parks across Australia and New Zealand. Secure Parking was founded over 40 years ago and is now owned by Park24 Co. Ltd., which is Japan's largest commercial car park operator. Our vision is to be the leader in the markets we operate - as judged by the customers we serve, and this is grounded in our commitment to provide a seamless experience across every step of the customer journey. Secure Parking's core values are People First, Resilience, Integrity, Daring, and Passionate We're looking to add an experienced IT support engineer to our team, supporting our core enterprise infrastructure platforms, including both Microsoft Azure IaaS and a custom-built serverless architecture, as well as our fleet of desktops. The right candidate will have experience with Microsoft Azure, including supporting Entra ID and more traditional IaaS-oriented services such as virtual machines, Azure Backup and Azure Site Recovery. Candidates with exposure to a range of Azure PaaS and SaaS services such as App Services, Logic Apps, Azure IoT, Application Insights and Azure Monitor would be looked upon favourably. Day-to-day responsibilities include oversight, support and proactive maintenance of the core infrastructure that underpins both our traditional corporate systems, as well as our ecosystem of serverless platforms that run our network of carparks

(noting that application code is supported by a different team), including peripheral services such as backup and DR, as well as cybersecurity. Duties also include desktop support for our corporate fleet, including the M365 stack and Microsoft InTune. Key Responsibilities: Investigate, diagnose, and solve system, software and hardware incidents, service requests and problems. Categorise and properly record reported incidents, service requests and problems, and develop knowledge articles and standard support procedure documentation. Install and upgrade software and hardware. Perform configuration changes under our internal change management process, Determines when issues should be escalated to vendor support. Provision, installations, configurations and maintain enterprise and end-user infrastructure and components. Ensure that incidents are handled according to agreed procedures. Prioritise and diagnose incidents. Investigate causes of incidents and seek resolution. An understanding of Agile project delivery methodologies would be an advantage but not essential, as would holding an AZ-104 certification or similar.

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