

L2 System Engineer

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Company: Ibm

Location: Perth

Category: other-general

Introduction

The infrastructure running industries like transportation, energy, insurance, banking or healthcare is quickly changing as the world's relationship with technology evolves. Companies have more choices than ever before between on-premise, off-premise, or a hybrid approach. Our Infrastructure Specialists are responsible for keeping up with these latest and greatest of these changes and using their expertise to deliver solutions that meet the needs of our customers and products.

Your Role and Responsibilities

To enable our rapid growth, we are seeking an experienced, collaborative, support Systems Engineer Level 2 to work within our Managed Services team.

This is a critical role to our success and would suit someone who can roll up their sleeves and deliver practical outcomes and thrive in a fast-paced environment. To be successful, you will be a risk averse, proactive, forward thinker and someone who thrives in building strong relationships with all stakeholders and loves connecting with a broad range of people in roles across an organisation. Ideally, you will have experience with working as part of a support team or a Managed Services Provider.

As a Managed Services Systems Engineer Level 2, your role will be to provide technical support to our clients

maintaining the internal systems, providing support to end users when needed as well as to clients in their

private/public cloud and hybrid environments, ensuring contractual deliverables are met and SLAs attained.

Activities include supporting, transitioning to, developing, implementing, and testing cloud solutions, root cause analysis.

As part of the Managed Services team, you will also work closely with your project side technical counterparts

and other IBM teams and drive consistency and repeatability in the automation process.

This role requires you to have a strong track record of getting things to 'done' and have a deep Cloud

Infrastructure background and coding experience while also ensuring all governing documentation is

maintained and administered throughout the course of your work.

Responsibilities

Technical

- Install, configure, migrate, deploy and support on-prem as well as cloud-based solutions
- Integrate solutions with other applications and platforms as required by client specifications
- Provide support to end users
- Perform ongoing routine application support and maintenance tasks as needed
- Perform script maintenance and updates due to changes in requirements or implementations.
- Build automated deployments using appropriate CI/CD tools and configuration management technology
- Ensure that customer support documentation is constantly being written, improved and consistently utilised
- Perform scripting and automation activities to improve operating efficiency
- Peer review of Requests for Change and other technical documentation for quality assurance

Client Interaction

- Build strong, solid, positive relationships with key client stakeholders building trust and respect
- Act as a trusted advisor to the client, taking ownership, driving to closure any issues or requests raised by the client in a timely manner while ensuring the highest level of client satisfaction
- Participate in incident, problem, change and request fulfilment processes as required to complete project outcomes

Required Technical and Professional Expertise

Experience and Qualifications

- Tertiary qualifications in IT and 5+ years industry experience
- Current or working towards certifications in Azure and/or AWS
- Platforms and IT Infrastructure experience
- Exposure to Infrastructure as Code, automation, system operations and monitoring
- Exposure to DevOps IAC/CI/CD/ Pipeline toolsets & practises (E.g., Azure DevOps, Gitlabs, Terraform, Jenkins, Ansible)
- Cloud Platform
- Automation
- Infrastructure
- Operating systems (Windows and Linux / Unix based)
- PaaS services
- Virtual networking concepts
- Experience with Microsoft Operating Systems and O365 products
- Familiarity and experience with ITSM tools (e.g. ServiceNow), monitoring and event aggregation tools (e.g. PagerDuty, DataDog)
- Knowledge of scaled agile team environment and ITIL process

Preferred Technical and Professional Expertise

- Familiarity with software development life cycle to enable DevOps processes
- Familiarity with Azure and/or AWS based cloud infrastructure (IaaS)
- Familiarity with common CI/CD tool sets (e.g., Terraform, Jenkins, Ansible, Git Repositories, OpenShift)
- Familiarity with scripting and automation (e.g. PowerShell, Python)

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