Systems Engineer - Citrix

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Company: Ioof Holdings Limited

Location: Sydney

Category: other-general

Be part of a team where everyone belongs, and individuality is celebrated Contribute to the financial wellbeing of our 2 million+ clients across Australia We support flexibility and hybrid working The Opportunity Reporting to the Application Delivery Manager, this role sits within a close-knit team who are passionate and focussed on delivering technical capabilities to our people and clients. Key Responsibilities Oversee and maintain all aspects of Insignia Financials Citrix environments, including Citrix Virtual Apps and Desktops (CVAD), Provisioning Services (PVS), Storefront, and NetScaler Gateways. Ensure optimal performance through regular monitoring, reporting, and maintenance activities Promptly identify and resolve Citrix-related issues by conducting thorough troubleshooting, engaging with end-users to diagnose problems, analysing system logs, and collaborating with vendors as needed Packaging and deployment of business applications to the Citrix environment, including installation, publishing, testing and close coordination with business units to achieve sign-off Providing technical support to end-users and assisting them with Citrix-related issues Identifying opportunities to optimise Citrix environments and implementing solutions to improve performance and reduce costs To be successful in this role you will possess A degree in Information Technology or a related field Current certifications or experience in Citrix technologies, demonstrating expertise in Citrix Virtual Apps and Desktops (CVAD), Citrix NetScaler Gateway, Provisioning Services (PVS) Proven skills in administering Windows 10/11 Virtual Desktop Infrastructure and Server OS 2016/2019, including maintenance and troubleshooting Solid experience with Active Directory, Windows Server 2016/2019, and Group Policy Management Knowledgeable in VMware virtualisation technologies and their

integration with Citrix solutions Exceptional communication and customer service skills, along with a strong work ethic and a high attention to detail Demonstrated knowledge of patch management cycles and effective implementation strategies Experience in providing L2/L3 support, adhering to change management processes, incident response, and ticket management Benefits Kudos – employee benefits and reward scheme Twelve week paid parental leave and childcare bonus Salary packaging and novated leasing Private health insurance providers Insignia Financial Day – and additional leave day Life at Insignia Financial We're one of Australia's leading financial wellbeing organisations and we're transforming the way every day Australians interact with financial advice and their super. We're available to all and we look after every client like they're our only client. This is clearly reflected in our Purpose: Understand me. Look after me. Secure my future. We know that people who get financial help live better lives, our ambition is to create financial wellbeing for every Australian. We've been helping Australian's since 1846 and we're currently contributing to the financial wellbeing of over 2 million+ clients. Join us and contribute to achieving our ambition of creating financial wellbeing for all Australians through living our Principles: be human, deliver what matters, stronger together, keep it simple and do what's right, not what's easy.

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