

## Senior Systems Engineer

This position is responsible for the operation, maintenance and delivery of services in Atcom Cloud Systems, majorly of them stated in Microsoft Azure Cloud Ecosystem and its Subsidiaries systems (Office 365 Collaboration Platform). The role-holder will apply root cause operation break fixes and other proactive maintenance activities to keep services up and running, while adhering to agreed service levels. He / She will provide automation solutions of manual tasks performed by infrastructure support, develop solutions using available tools and technologies and assist in problem resolution with hands-on participation. The role-holder will operate in complex, highly-secure and highly-available operation environments, and interact with technology experts (internal and external / vendors). Moreover, he/she will follow the Company's processes and methodologies and work closely with functions across Atcom SA, including Development, Quality Assurance and Project Implementation of Cloud Services Unit opportunities and deliverables.

### Job Description

#### Main duties & responsibilities

The main aspect of the position includes:

- Install, configure, maintain and troubleshoot a wide range of software, systems and services. Perform hardware/software upgrades to existing cloud environments as needed. Investigate error messages and determine resolution. Reinstall programs or replace files that cause errors
- Respond to internal or external requests for service and determine nature to provide support. In case support is required, liaise with the appropriate internal or external (Vendor) dept.
- Promote and maintain high quality, professional service with all internal and external customers
- Evaluate system performance issues, including availability, utilization and throughput.
- Provide basic training to colleagues, as may be required
- Learn and demonstrate system standards and best practices, regarding Microsoft Azure and Office365 Workspaces. Increase skillset by self-study and/or training.
- Work closely with other network and systems administrators to identify and reduce skillset deficiencies. Report status and problems to IT manager and/or Cloud Services Director.
- Develop and maintain technical documentation, regarding all Clients Cloud Deliverables
- Ensure all service level agreements and related service objectives are met
- Working on shifts on a 24/7/365 day basis, for client support on call

#### Vacancy Details:

- Job Title: Senior Systems Engineer

- Department: Atcom Cloud Services Unit
- Location: Sofia, Bulgaria

## Candidate Profile

### Qualifications (mandatory):

- Degree in ICT or related discipline
- Postgraduate Degree in ICT, will be considered as a plus
- 3 to 5 years of real-world working experience in the ICT field (preferably in Cloud Services), in the following Areas:
  - Server systems (DELL basic knowledge)
  - Networking (Basic Knowledge)
  - Operating Systems (MS Windows Servers 2012R2 and up, MS SQL Servers 2016 and up, Basic Linux administration Ubuntu - Debian), certifications will be considered an asset
  - Virtualization Background (Microsoft Azure Cloud, AWS, Google Cloud, VMware Private Clouds), certifications will be considered as an asset
  - Supporting clients directly, as a focal point
- Proven Track record of complex and large scale installations and/or engagements
- Strong English communication skills; both verbal and written; other languages will be considered an asset
- Greek communication skills will be considered an asset

### Desired Skills:

- Excellent communication and presentation skills
- Excellent analytical and reporting skills
- Experience in working within highly regulated environments
- Good time-management skills
- Ability to perform well under pressure
- Act as a team player and/or work independently
- Very good Understanding of IT processes/functions
- Manage multiple tasks or projects

## Benefits

### The Company Offers:

- Competitive compensation package
- Excellent working environment
- Exceptional career opportunities

If you are interested in the position, you can send your CV at [maria.vasakou@atcom.gr](mailto:maria.vasakou@atcom.gr)