

# WE'RE ALWAYS ON THE LOOKOUT FOR AWESOME PEOPLE

If you think you have what it takes to be a Systems Engineer for 4Logic, we would love to hear from you! Drop us a line at [careers@4logic.com.au](mailto:careers@4logic.com.au) along with your resume and cover letter and we will be in touch.

## Systems Engineer

### The role

A Systems Engineer position within 4Logic is a disciplined role which suits a challenge enthusiast who is an expert in current technologies and how to apply them to all business verticals.

A Systems Engineer is the most senior technical role supporting our clients and their infrastructure and is the apex of the technical team also providing top tier escalation support efficiently and decisively.

A Systems Engineer at 4Logic will remain approachable, being a resource, which is there for all service staff, this role supports the service team by providing the final escalation point and seeing through any issues escalated to this role to resolution. The Systems Engineer provides technical mentoring and guidance for peers and openly imparts knowledge, providing this high level of technical excellence while maintaining a professional and friendly attitude to both customer and peers.

The Systems Engineer is responsible for designing innovative solutions utilising current technologies, with the customers' requirements and best interests in mind and nothing less, while managing expectations throughout the process and deliver projects on time and within budget.

The Systems Engineer must remain current in the industry by maintaining any certifications and staying on top of current trend, industry advancements and vendor movements.

### Responsibilities

The main responsibilities of a Systems Engineer at 4Logic is to:

- provide final level technical team support
- be an available point of escalation for the Systems Administrators
- install and configure software and infrastructure
- design customer environments in ways that utilise technology and deliver tangible benefits to the customer
- ensure security and privacy of customer systems and information
- perform troubleshooting to diagnose and resolve problems
- maintain concise and up to date service tickets
- identify infrastructure equipment shortages report them to the account manager
- work with account managers to design solutions for customers

### Personal Requirements & Traits

A Systems Engineer at 4Logic will possess the following personal traits:

- a warm yet professional manner with a genuine customer outcome focus
- attention to detail
- a sense of humour
- outstanding interpersonal skills, enjoy building relationships and meeting new people
- ability to work in a service delivery team
- good time management - ability to work within scope and timelines
- results driven work ethic
- proven documentation skills
- experience with ConnectWise or similar timekeeping system

### Technical Requirements

4Logic prides itself on its high caliber of expertise, at all levels of its technical staff. To ensure this level is consistent across the company, relevant industry and vendor certification is required to ensure this level is maintained. A 4Logic Systems Engineer will possess two or more of the following certifications across two or more vendors or technologies:

Vendor / Institution	Certification Level	Disciplines	Example Certifications
Microsoft	Expert	Windows Server, Security, Communications, Office 365	Microsoft 365 Certified: Enterprise Administrator Expert
Cisco	Professional	Routing & Switching, Wireless, Voice	CCNP: Enterprise
ITIL	Managing Professional	Service	ITIL v4 Managing Professional
Prince2	Practitioner	Project	Prince2Practitioner