

Job title: Graduate Systems Engineer

Operational area: Operations Technical Support

Reports to: Operations Manager

Location: Melbourne

IRESS is a principal global supplier of share market and wealth management systems producing innovative, sophisticated solutions.

Open channels of communication keep us focused and informed across the entire business. We strive for excellence in our relationships with clients and industry bodies alike. We are client-driven, responsive and promote a culture that supports working with our customers and the industry to face challenges and keep pace with industry developments.

Role Purpose

The primary responsibility of the Graduate Systems Engineer is to maintain, support, and develop the IRESS network, with a particular focus on the installation and support of IRESS software. The Systems Engineer will ensure that the highest levels of network reliability and performance are maintained.

The Operations Technical Support Team operates on a 6am – 9pm, 7 day a week roster. On call work is required to meet the needs of the business and will be compensated accordingly.

Accountabilities & Deliverables

- Test and install new systems and provide on-site service to clients as required, in line with IRESS guidelines and industry standards.
- Conduct regular maintenance tests and checks to ensure all backup systems function correctly. Take appropriate action in line with IRESS guidelines.
- Provide 24-hour emergency on-call cover (including weekends and public holidays)
- Carry out essential maintenance and equipment installations as required (including at weekends and public holidays when required).
- Liaise with vendors to report and escalate faults.
- Respond to internal and external Queries within the SLA and in line with IRESS guidelines and industry standards.
- Configure, install and document network-related equipment.
- Monitor the IRESS Network and applications for alarms and outages, and take appropriate action in line with IRESS guidelines.
- Undertake any other tasks or projects as delegated by the Team Lead and/or Head of IT Operations.

- Increase your knowledge and skills associated with the installation, maintenance and monitoring of the IRESS network.

Key Relationships

- **Internal:** Service Desk, Account Executives, Product, Networks and Developers
- **External:** Client IT & End users.

Core Skills, Knowledge and Attributes

- Possess relevant tertiary qualification (Computer Science or IT Information Systems or relevant)
- Possess strong knowledge and skills in Microsoft, Windows 2008/2012 operating system and Microsoft networking skills
- Have a good understanding of Windows 2008/2012 Active Directory and Domains
- Have a good knowledge of Servers and Desktops running Windows operating systems
- Have strong knowledge of data communications concepts and practical skills
- Have the ability to explain technical solutions to non-technical staff
- Dell Servers, MS SQL, Juniper, Cisco routers and switches (would be an advantage)

Key Competencies

- Possess a good understanding of ITIL framework
- Have strong trouble-shooting, logical thinking and deductive skills
- Have strong written and verbal communication skills
- Maintain focus and concentration under pressure
- Have strong attention to detail, planning, and time management skills
- Be a team player, and show dedication to the immediate team and company goals
- Be self-motivated and pro-active
- Be flexible and adaptive