enterprise outsourcing

Enabling The Age Of Corporate Access

We're Hiring

IT ENGINEER

Location: Barcelona, Spain
Closing Date: On-going Recruitment

Company Overview:

Enterprise Outsourcing has successfully positioned itself as a leader in IT and data solutions by focusing on customising technology to meet clients' specific business needs. The company enables a competitive advantage for any sized business on a global scale through innovative, secure, managed and tailored digital solutions.

Enterprise Outsourcing operates both national and local area networks providing hosted applications and IT services for corporations and service providers. We equip clients with competitive and cutting- edge IT capabilities, aligning IT solutions with their overall business strategy and executing the most efficient processes. Our business model is defined by forging close and productive relationships with clients in delivering high quality service and a customer experience that exceeds expectation.

We are currently looking for IT Engineers who is passionate about resolving IT related problems, as well as creating an enhanced customer experience for our clients.

Responsibilities & Duties:

- Analyzing and interpreting the requests to ensure the classification, prioritization and escalation of the requests are correct.
- Work closely with other teams to ensure the quick resolution of faults and the user and/or client are kept updated on the progress in relation to the resolution of the fault.
- Identification of failures and short-comings in the current processes and escalate with recommendations.
- Addressing the issues logged by the clients in a professional and timely fashion.
- Be responsible for receiving, validating and logging service requests.
- Tracking and updating logged requests.
- Service Desk / Server / Desktop Support
- Ability to troubleshoot hardware and software issues around Microsoft and Linux technologies
- Ability to research and solve problems/challenges on a day to day basis
- Must be able to adapt to change (Infrastructure and Environment)
- Need to travel to client's site

Requirements:

- Higher Certificate in IT / Higher Certificate in Information Systems
- Higher National Diploma in Technology
- Bachelors' Degree in IT (advantageous)
- A+ and N+ Certification
- MCITP or MSCE (Beneficial)
- 0-1 years' experience in related field

How to Apply:

Please complete the digital form in order for your information to be pulled into our recruitment database. This will allow us to review your application for the IT Engineer position.

Please click here to apply.

If you have any queries please contact:
Michelle Bosch michelle.bosch@enterpriseoutsourcing.co.za OR
Sha-né Purchase sha-ne.purchase@enterpriseoutsourcing.co.za