

Technology Support Engineer

Role Purpose

- The Technology Support Engineer will be responsible for the coordination of the technology service delivery to the business units in the region through internal resources and external technology partners to ensure agreed SLA's are met
- He/She will be responsible for effective support of all local applications in the region through internal resources or technology partners as well as for the implementation of a consolidation roadmap.
- He/She will act as a regional point of escalation for end user and key stakeholders in regards of technology incidents and service requests.
- He/She will be responsible for the efficient execution of Technology he processes necessary for vendor management, order placement, delivery tracking, service follow up, asset management, conferencing arrangements, and overall business operation.

Principal Accountabilities and Key Activities

Accountable for Regional relationships

- Liaison with Global Technology Support Groups and external vendors including managed services to ensure Global SLAs and operational KPI's are met.
- Engage with Regional and Global technology management to align technology implementations to global strategies.
- Manage local / regional vendor liaison and ensure renewal of contracts of expiry.
- Manage partner relationship for materials, services and projects and ensure SLAs are met.
- Ensure timely ordering and distribution of consumables, media, stationary and spares to users across locations.
- Ensure proper safekeeping and retrieval of licenses, contracts and other documentation on SharePoint.

- Coordinate with site contacts for:
- Receive incoming courier packages, statutory communication addressed to the technology function.
- Make any statutorily required filings, payments on behalf of the technology function.
- Liaison with local service provider requiring personal visit for voice lines maintenance.
- Maintenance of air conditioners, access control and security systems in technology.
- Assist in arrangement of events and conferences.
- Coordinate Computer lease ordering and returning of leased units.
- Collaborate with Technology team members to order project requirements at the most cost-effective rates.
- Coordinate purchase requisitions/Orders and insure receipts.
- Collect and publish movement plans of Technology team members.
- Provide support and expertise to skill teams for solution implementation

Change Management

- Ensure proper induction of new Technology personnel.
- Keep safe Technology assets returned by users until reassignment.
- Ensure adherence to laid down procedures in disposal of retired Technology assets, collect and deposit payments.

Governance & Control

- Prepare and maintain paperwork for assets acquisition approvals, ordering, movements and disposal.
- Ensure proper capitalization of Technology purchases in the Asset Register.
- Ensure adherence to assets value guidelines in disposal of Technology assets.

Local applications support

- Responsible to support the critical local applications in order to ensure business continuity.
- Ensure the local applications and developments maintain compliance to all relevant Global data protection, financial and legal requirements. Suggest migration paths to newer technologies or Global solutions.
- Coordinates with Technology Support teams and external vendors to arrange appropriate hardware, commercial software and operating systems for local applications.

Requirements:

- Technology functional experience 6+yrs.
- Extensive knowledge of regional delivery models.
- Experience in working with global/virtual teams.
- Experience in supporting end users, processing and handling complaints and properly managing users/customer expectations and service commitments.
- Deep Knowledge of Operating System running the specific systems (i.e. Windows server)
- Significant knowledge in networks (LAN/WAN) and main tools for troubleshooting.
- A good working knowledge of cutting-edge technologies such as unified communications, networking and [security](#) technologies, as well as an in-depth knowledge of desktop operating systems, and *mobile* apps.
- Aware of new technologies such as [cloud computing](#), hosted services.
- Knowledge of English.