

Seer Security – Infrastructure Support Engineer

Job Description

Position Title:	Infrastructure Support Engineer
Work Type:	Full Time
Location:	Melbourne, VIC
Salary:	TBC depending on experience
Travel Requirements:	As appropriate and required to fulfil duties

Job Details

Seer Security is seeking an Infrastructure Support Engineer with a security first attitude to join our awesome team. At Seer, we provide software and services to both government and private sector clients. This role will work within a team to build and support these complex environments and the teams that work on them. We offer flexible working conditions in a relaxed working environment in Melbourne's CBD.

About the Company

Seer Security began operations in January 2016, and since that time we have built a reputation of developing bespoke security-related software and delivering high quality products and services that exceed customer expectations. What sets Seer Security apart is our people and our culture: we have built a laid-back but engaging work environment where people get on with the job, get along with each other and everyone is treated equally. While small, we have a focus on being an inclusive employer with a relaxed and professional environment. Work from home is supported and our social calendar is as important as our project schedule. We currently have offices in Melbourne and Canberra.

About You

We are looking for someone with two to four years' experience in a support position who is looking to both push their existing knowledge and broaden their skill set. As part of a small team you will need to be flexible in your approach to work and be able to manage your time efficiently. You will need to be an Australian citizen, as you may need to obtain a government clearance.

About the Role

The position will be part of a team that supports both on-premise and cloud-based infrastructure/software services. Focus for this role is the timely and efficient support of users (both local and remote) and the tools required to do this. This role has the scope to bring in any tools and procedures identified as being beneficial. Focus on security is paramount.

Beyond the standard expectations of being a positive member contributing to a small team with good (written and verbal) communication skills, this role has the following responsibilities:

Key responsibilities

- User support (Windows Desktop)
- Support of software and tools (e.g. BitDefender, Office, VMWare Workstation)
- Network support (LAN/WAN)
- Track work in issue tracker (Jira)
- Produce and maintain team documentation

The Core Competency Requirements we are looking for include:

- Windows Desktop support
- Networking – switching and routing, VPN's
- Ability to automate repetitive tasks
- Good verbal and written communication skills

Additional skills and knowledge that will be beneficial (but not compulsory) include:

- Familiarity with Dell hardware
- Familiarity with O365 or Active Directory
- Exposure to Cisco and Fortinet networking equipment
- Exposure to JIRA, Confluence and/or Splunk
- Exposure to IaaS on AWS or Azure