Horizon Sh.p.k, the pioneer and leader since 2005 in IT Server & Desktop Virtualization as well as the leader in Mission Critical IT Infrastructure support services in Albania & Kosovo is looking for a MS Windows Systems Engineer who can cover the below duties:

INTERNAL ROLE TITLE: MS Windows Systems Engineer	REPORTS TO: Technical Manager & Service Desk Operations & Delivery Manager
FUNCTION: Technical Department	DEPARTMENT: Technical Department

Role Purpose

The MS Windows System Engineer must be able to solve complex Hardware and OS incident or issues raised by the customer in a timely manner based on the SLA agreed. He must be also able to contribute as implementation engineer during the delivery of a project related to HW and OS solution. Keep himself up to date to the latest evolution of the respective technical subjects and engage in a non-stop learning process that guarantees the high quality of services and we deliver to our customers

Essence of Role – Key Accountabilities

1. Resolve / close incident tickets by executing remote and on-site diagnostics, and /or by consulting Vendor's knowledge base and Service Ticket responses if Vendor is also involved

2. Deliver workloads according to defined SLA targets and escalate timely when there is risk of not meeting SLA or an issue increasing in severity.

3. Perform hardware troubleshooting on Intelx86 Servers, Storage and Backup

4. Performing system administration duties on Windows Operating System on both Server& Desktop

5. Troubleshoot and resolve complex MS Windows & MS Mail Exchange problems

6. Performing OS installations and configuration on new servers, Storage and Backup Devices

7. Configure and deploy MS Windows-based complex infrastructure solutions that require Windows system performance tuning and Disaster Recovery Configuration.

8. Collaborate with the team during the design and the infrastructure for new systems, particularly the Windows Server OS, NLB Feature, and Cluster Technologies.

9. Perform Basic configuration of Data Network Devices such Routers, Switches and Firewalls

10. This is a 24/7 operation and rotating on-call support is a requirement.

Typical Outputs

- Hardware Failure Tickets Closed timely in SLA agreed with Customer
- Root Cause Analysis Report
- Ticket Resolution Report
- Implemented and Configured System Command Log Executed
- Systems Design (If Project requires)

Person Specification

Competency / Performance Driver	Technical / Professional Expertise
- Good verbal and written communication skills, demonstrating the ability to work with colleagues customers inside or outside of the company - Prioritization Skills - Working in Parallel Tickets or Projects Capability	- At least 5 or more years related experience; or equivalent combination of training and experience on multipleMS Windows hardware platforms, and integrated information and communications systems. - Demonstrated experience with a strong knowledge of

■ Ability Work Under Pressure	MS Windows-related hardware/software.
■ Abilities in Problem Solving way of thinking	■ A strong understanding of various types of MS Windows operating systems and platforms which include MS Windows Server and MS Mail Exchange.
■ Team work spirit	
■ Never give up spirit in solving problems	■ Experience with Tape Libraries and SAN/NAS storage solution technology; HPTape Library is preferred.
■ Continuous Learning Culture	
■ Put Customer First (understand the importance of customer)	■ Experience in Server & Desktop virtualization solutions includingMS HyperV, Citrix Xen Server or Citrix Xen APP / DESKTOPand VMWare is preferred
	■ Strong Knowledge in Administration and Configuration of the Microsoft Products such as MS Windows Server (any version), MS Mail Exchange (Any Version)
	■ Basic knowledge of TCP/IP protocols and OSI model and how they apply to production systems and networks.
	■ Basic knowledge of Routers, Switches and Firewall functions and operations
	■ Relevant CERTIFICATIONS in MS Windows & MS Exchange Products such as MSCSE are required
	■ Relevant CERTIFICATIONS in CITRIX or VMWARE Virtualisation Products will be appreciated
	■ BS Degree in Computer Science, Information Science, Engineering, or other relevant degree
	■ Very good knowledge of English language in verbal and written form.

If you are interested in this position, please:
Submit your CV in English language via E-mail according to the below address:

E-mail: jobs@horizon.al