



**IT Managed Services
Consultant
(Luxembourg)**

Job Description

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1. Title, Reporting Line and Revision Date

Type: Permanent

Hours: Full Time

Reports to: Director of Operations (Luxembourg)

Department: Service Operations

Revision Date: May 2022

2. Role Summary

Primarily responsible for maintaining and supporting our Luxembourg clients and delivering a wide range of IT projects and infrastructure or cloud-based services.

The role demands a high level of technical competency and experience delivering traditional managed IT services, infrastructure, and cloud solutions, it also requires a team player who is willing to contribute at every level.

The IT Managed Services Consultant will be a proactive, hands-on individual with excellent infrastructure and business systems experience who is focused on providing high levels of customer service and support.

3. Key Duties

- Monitoring of Calligo Managed Services
- Resolution of client issues
- Resolution of infrastructure issues
- Manage, operate, and upgrade systems
- Troubleshoot problems
- Identify and log recurring issues using the problem management procedure
- Support, mentor, and knowledge share with other members of the team
- Ownership and responsibility for the configuration and administration of key technologies
- Ownership and responsibility for assisting with the installation, alteration or ceasing of client services
- Ownership and responsibility of documentation (procedures, diagrams, etc)
- Coordinate escalation of issues to third party support providers
- Coordinate escalation of issues to management team
- Manage priorities and workloads
- Communicate effectively in a timely manner
- Complete all work in accordance with internal compliance procedures
- Supporting team management in maintaining staff compliancy to all team information security policies and procedures
- Maintain and develop professional skill set
- Investigate new and existing technologies to identify procedural enhancements
- Foster strong working relationships with Calligo's clients
- Support sales and pre-sales activities (technical inputs on quotation creation)
- Perform any other duties as required

4. Skills and Experience

- Good communication skills both written and verbally

- Fluent in English and French
- 5+ years technical experience gained in an internal IT team or within a consultancy
- Industry recognized professional technical qualifications
- Proven track record in support methodologies, e.g. ITIL
- Sound problem analysis skills and an ability to manage and deliver under pressure
- In-depth knowledge of Windows Server, Windows Client, Active Directory and basic services (DNS, DHCP, FTP, file sharing & permissions)
- In-depth knowledge of VMware infrastructure, with VCP certification
- In-depth knowledge of Microsoft Exchange
- In-depth knowledge of Microsoft Azure and Microsoft 365
- In-depth knowledge of CommVault backup solutions
- Experienced practical knowledge of Veeam Backup and Replication solution
- Experienced practical knowledge of Linux systems (RedHat /CentOS, Debian)
- In-depth knowledge of networking and next generation firewalls (IDS/IPS)
- Solid understanding of mail routing, mail routing rules, SPAM filtering
- Third-level customer service support experience
- Experience designing, securing, installing, configuring, and maintaining all types of servers, storage, and network systems

5. Competencies

- Ability to work both alone and within a team
- Ability to work to deadlines
- Business & client satisfaction oriented
- Enthusiasm, drive and initiative
- Leadership skills
- Maintain and develop professional skill set
- Manage priorities and workloads
- Investigate new and existing technologies to identify procedural enhancements