



Job Title	Technical Support Engineer
Reporting to	Technical Director
Main Purpose of Job	<ul style="list-style-type: none"> - support Sales Team in design of technical solutions for a demanding customer base including banks and Financial Institutions - deal with customer-facing pre-sales and post sales enquiries - entry-level installations of Hardware and Software - help to support BSI in-house technical infrastructure
Knowledge and Experience	<p>Technical Experience:</p> <p>Essential skills: Solaris - Systems Administrator Sun Hardware and Software platforms High Availability solutions (clustering DR)</p> <p>Desirable: IBM, HP, Cisco, Veritas, EMC, NetApps hardware and software experience</p> <p>Qualifications: University degree or equivalent</p> <p>Training: Ongoing training to maintain and improve skills will be provided</p>
Key Responsibilities	<ul style="list-style-type: none"> - Help design and deliver technical solutions to our customers. - Support sales team on telephone and in customer visits. - To develop strong technical experience to contribute strong technical solutions to the BSI client base.
Personal Attributes	<p>Self motivated, team player, disciplined, enthusiastic, polite, honest, hard worker, thorough, attentive to detail, clear communicator. Creative problem solver,</p> <p>Willing to “pull out the stops” to ensure excellent customer service. Works well under pressure.</p>