

POSITION DESCRIPTION

Position Title	Project Engineer
Reports to	Technical Services Manager
General Description	An IT Project Engineer works closely with the Technical Services Manager to assist in the completion of long-term IT engineering projects, design evaluations and works to complete projects within budget and scheduling restraints.
Essential Qualifications & Experience	<p>Completed an IT qualification at Certificate 3 level or above AND/OR recent IT Support Desk/Network Administration experience of 3+ years</p> <p>Minimum 3 years' experience in an IT projects focused role.</p> <p>High level understanding of IT Principles across Office 365, Network, Server and Desktop environments</p> <p>Strong knowledge of Microsoft desktop operating systems (Windows Server 2019, 2016, 2012 R2, Windows 10)</p> <p>Excellent knowledge of Microsoft desktop applications, and Telstra offerings</p> <p>Completion of relevant industry certifications (Microsoft, Cisco, Citrix, etc), desirable</p> <p>Superior customer service and communication skills</p> <p>Preferably experience in the use of Connectwise & SolarWinds N-Central</p> <p>Australian citizen or permanent resident</p>

Task Responsibilities

Project Work	<p>Perform IT Systems migration between hardware and/or Cloud platforms</p> <p>Provide high level assistance to Service desk team for complex/difficult tasks as required</p> <p>Provide input into clients systems enhancements, providing insights into technical hurdles to complete required objectives</p> <p>Completing projects by deadline and budget, keeping the client up to date</p> <p>Project scoping, task development and work prioritisation</p> <p>Coordinate and manage third party contractors and service providers where needed</p> <p>Assist service team staff assigned to same project</p> <p>Identifies and flags potential change management requirements for follow up by the Technical Services Manager or with the client</p> <p>Identify network, security, software and hardware problems when reported</p> <p>Escalating problems to higher level engineers as required</p> <p>Assist other IT Support staff in their duties as required</p>	
Network Administration	<p>Administration of users/groups, etc in Active Directory as required</p> <p>Administration of business computer networks</p> <p>Provisioning of computer and network security and protection</p> <p>Preparing, deploying, maintaining, and repairing IT equipment</p> <p>Review and maintenance of backup systems, system security, and network environments</p>	
Key Performance Indicators	Technical Competences	Required Level
	Understanding of client infrastrucutre	Advanced
	Knoweldge of Microsoft Server environments	Advanced
	Office 365 migration and administrative tasks	Advanced
	Network adminsitrative tasks	Advanced
	Knowledge of RMT product-base	Intermediate
	Systems migration to cloud	Intermediate

	Project Competences	Required Level
	Understanding of RMT project management processes, practices and expectations	Advanced
	Project scoping, technical design and pre-sales engineering	Advanced
	Adherence to budget/timeframe	Advanced
	Adherence to change management procedures	Advanced

General Responsibilities and Expectations

- Be familiar with and adhere to R&M Policies and Procedures.
- Be familiar and promote R&M values at all times
- Communicate professionally with clients and colleagues and maintain the highest level of confidentiality at all times
- Build positive productive working relationships internally and externally, while possessing a positive and mature attitude to the role
- Demonstrate a commitment to efficiency and continued professional development by attending and actively participating in training, taking responsibility to seek self-development opportunities & keeping up to date with technical matter.
- Conduct your business in compliance with ethical practices
- Monitor and adhere to procedures and workflow deadlines
- Attend/support relevant RM related events
- Follow all reasonable instructions of Managers, Partners and the General Manager

Agreement to this Position Description

I have read and understood this Position Description.

I understand that this document provides general information and that it may be altered at any time at the discretion of the Firm.

I agree to perform to the best of my ability and to deliver the responsibilities described in this Position Description, in accordance with Firm policies and procedures and all reasonable management directions.

Agreed by: _____
Employee **Signature** **Date**

Signed on Behalf of Roberts and Morrow:

Name **Signature** **Date**