

ROLE PROFILE: Support Engineer

What the role is accountable for
The Support Engineer is responsible for providing technical support and maintenance for OT infrastructure, including hardware, servers, virtualization platforms, operating systems, backup, and security solutions. The role ensures high system availability, security, and performance by delivering incident and request management, proactive monitoring, and compliance with SLA's and standards.
Role reporting
Technical Support/Operations Manager
A typical day may include (ideally no more than 10 – 12 characteristics)
Incident & Request Management • Manage and resolve infrastructure-related incidents and service requests within SLA timelines. • Perform in-depth troubleshooting and escalate complex issues to senior technical teams where required. • Monitor system performance, identify potential risks, and take proactive action to prevent service disruptions. • Maintain accurate incident, problem, and change records in the service management system. Infrastructure & Technical Support • Provide hardware and server support in OT environments. • Manage and support backup solutions, including scheduling, monitoring, and restoration testing. • Support and maintain anti-virus solutions to ensure compliance and security posture. • Administer and troubleshoot virtualization environments (e.g., VMware, Hyper-V). • Provide operating system support for Windows and Linux servers. • Perform routine maintenance, patching, and upgrades to ensure system reliability. • Participate in capacity planning and system health reviews. Governance & Compliance • Adhere to SLA's, change management, and IT/OT security policies. • Ensure backup, antivirus, and patch management align with regulatory and company standards. • Document configurations, processes, and technical procedures to maintain a knowledge base. Customer & Team Engagement • Communicate effectively with stakeholders on incident status, system health, and planned maintenance. • Build and maintain collaborative relationships with business users, vendors, and internal teams. • Support teamwork by sharing knowledge and mentoring junior engineers where required. Projects & Continuous Improvement • Assist with infrastructure-related projects and technology upgrades. • Research and implement new tools or techniques to enhance system performance and security. • Identify opportunities to improve processes and contribute to overall service excellence.
Qualifications we look for
Essential Qualifications: • Grade 12 • A+/N+ Preferred Qualifications:

• ITIL Certification • IT Relevant Diploma/Degree	
Experience we look for	
• 5 Years of Experience in an OT environment	
How the role raises the bar	
Technical Skills	Soft Skills
• Hardware and server support for OT environments. • Backup management and recovery testing. • Anti-virus administration and monitoring. • Virtualization support (VMware/Hyper-V). • Windows and Linux operating system support. • Patch and upgrade management. • System monitoring and performance optimization.	• Strong troubleshooting and problem-solving abilities. • Clear and professional communication skills. • Ability to prioritize and manage multiple incidents and requests. • Customer-focused with a service-oriented mindset. • Team player with the ability to guide and support colleagues. • Detail-oriented with strong documentation skills.