



**Job Title: Systems Engineer**

**Department: Information Systems**

### **Job Summary**

The Systems Engineer is responsible for the administration, and troubleshooting of IT infrastructure, and other core enterprise information systems, including planning, capacity management, patching, and reliability testing. The Systems Engineer has a thorough knowledge of virtual system design, implementation and administration of virtualized infrastructure, operating system hardening, user profile management, application virtualization, and storage administration. The role also provides technical assistance to end users and coaches the IT help desk team.

### **Main Responsibilities**

- Conduct, analyze, recommend, and present performance and/or capacity analysis to assure systems reliability for current and/or future use.
- Support day-to-day operations and technical issues related to IT systems, networking, virtualization, and cloud platforms.
- Perform advanced troubleshooting, analysis, and maintenance on IT infrastructure hardware/software.
- Prepare technical documentation of all implemented projects/systems and maintain the documentation of existing IT infrastructure up to date.
- Participate in the DR activation of infrastructure and applications to carry out DR drills as per procedures laid down in the Business Continuity Plan.
- Provide technical assistance to local IT team in East African subsidiaries.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Upgrade systems and processes as required for enhanced functionality and security issue resolution.
- Provide technical expertise in researching, identifying, evaluating, and recommending new technology solutions to optimize the IT infrastructure.
- Install, configure, and maintain core IT infrastructure components such as Virtual server environment, Virtual desktop infrastructure, IP telephony systems, backup systems and Microsoft/Unix/Linux servers.
- Ensure that all IT infrastructure components adhere to the company's information security policy and procedures.

## Job Requirements

- Bachelor's degree in IT.
- A minimum of 5 years' experience across Windows and/or Citrix infrastructure
- Good knowledge of virtualization technologies
- At least MCSA or Microsoft Certified Engineer
- Experience with Azure and O365 platforms will be a definite advantage
- Good communication, organizational and negotiation skills.
- Self-motivated, able to deliver consistent results through problem solving.
- Ability to work collaboratively with others and excellent team working skills.
- A can-do attitude

**Interested candidates are requested to send their CV on [recruitment@mua.mu](mailto:recruitment@mua.mu)**

The company reserves the right to call only the best qualified candidates for the selection exercises.  
Applications received after the closing date might not be considered.  
The company also reserves the right not to proceed with the vacancies.