

FUTUREGROWTH

/ ASSET MANAGEMENT

November 2022

FUTUREGROWTH ASSET MANAGEMENT IS RECRUITING!

We have an exciting opportunity available for a **Technical Support Engineer** in our Information Technology team.

Futuregrowth is committed to transformation. A strong preference will be given to suitably qualified previously disadvantaged candidates.

Futuregrowth is also committed to becoming a fully COVID-vaccinated company. Therefore a strong preference will be given to COVID-vaccinated candidates.

Technical Support Engineer

Are you passionate about information technology and are you seeking a rewarding career in fiduciary asset management? Do you have strong communication, organisational and interpersonal skills? Are you a self-starter, detail-oriented and adaptable, with a strong ethical base? Then this position might be for you!

Who is Futuregrowth?

Futuregrowth has been South Africa's leading Fixed Income manager for more than 20 years, with around R193 billion of client assets under management (as at 31 December 2021). We manage a range of fixed interest and development funds and play a leadership role in the asset management industry in South Africa. We are committed to investing our clients' funds in a responsible manner, with the interests of our clients always coming first. Futuregrowth is based in Cape Town and is operating with a hybrid working model: 80% from the office and 20% remotely.

Purpose of the position

- Supporting the Network Engineer in ensuring the smooth running of the company's networking and server systems, while maintaining a high level of security.
- Providing support to the helpdesk team in resolving complex desktop issues relating to applications and operating systems.

Key responsibilities of the position

- Installing and/or upgrading Windows servers and systems;
- Trouble-shooting systems and server errors;
- Creating, administering and maintaining virtual machines in Microsoft Hyper-V;
- Monitoring and updating the Windows codebase (servers and workstations);
- Acting as a backup for ad-hoc network switch configuration changes;
- Monitoring and maintaining the Ubiquiti wi-fi infrastructure;
- Managing user access;
- Monitoring and maintaining system backups;
- Monitoring and performing restores on the Datto Office 365 platform; and
- Reviewing and maintaining IT process documentation.

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Knowledge and experience required

Skills, know-how and experience

- 5 - 7 years technical support experience;
- Experience in Microsoft 365 applications and Windows technologies;
- Knowledge of Windows Hyper-V;
- Knowledge of HP Aruba, Ubiquiti and Extreme network switches would be advantageous;
- Knowledge of the Datto cloud backup portal would be advantageous;
- Knowledge of IP cameras would be advantageous;
- Knowledge of Ubiquiti access points would be advantageous;
- Knowledge of Veeam backup technologies would be advantageous;
- Knowledge of Exchange Hybrid and associated operations; and
- Basic PowerShell skills.

Technical/ professional qualifications

- Familiarity with MS Azure Administration, Intune and System Centre Configuration Management (SCCM);
- Familiarity with Windows Server 2016 and above; and
- Oracle Linux and Networking equipment (e.g. HP Aruba) experience would be advantageous.

Key behaviours and competencies

- The ability to work independently;
- Take ownership of tasks and show commitment to delivery;
- Analytical thinking and problem solving;
- Organising and time management skills to ensure that work time is used efficiently;
- Enjoy collaboration and teamwork;
- Have excellent communication skills;
- Have excellent listening and strong emotional intelligence;
- Pay high attention to detail;
- Display good decision-making and judgement; and
- Have learning agility (curiosity and willingness to learn).

Recruitment process and closing dates

Selected candidates will need to attend a series of competency-based interviews/activities and a psychometric assessment.

Contact details

Email: careers@futuregrowth.co.za