



Level 2 Systems Engineer - Job Description

Role Summary

The Level 2 Systems Engineer plays a key role in helping ambitious businesses scale through IT simplification and management. This role is responsible for delivering high-quality technical support, taking ownership of incidents and service requests, and providing a customer experience that is responsive, professional, and solutions-focused. The person in this role must be able to work independently, troubleshoot across a broad range of environments, and contribute to faster resolution, stronger documentation, and continual service improvement from day one.

Responsibilities

- Take ownership of support tickets, service requests, and technical escalations, driving issues through to resolution with urgency and accountability.
- Diagnose and resolve desktop, server, Microsoft 365, network, security, backup, and line-of-business application issues across multiple client environments.
- Provide remote support for client environments including Windows endpoints and servers, Microsoft 365, Entra ID, networking infrastructure, printers, mobile devices, and core business applications.
- Investigate recurring issues, identify root causes, and implement sustainable fixes rather than temporary workarounds.



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- Review and action alerts, monitoring events, backup failures, cybersecurity notifications, and automated tickets generated by remote monitoring and management platforms.
- Support user onboarding and offboarding activities including account provisioning, device setup, permissions, MFA, email, and access changes in line with documented standards.
- Escalate appropriately to senior engineers or vendors when required, while maintaining clear ownership, communication, and follow-through.
- Maintain accurate, detailed, and useful ticket notes and update technical documentation in IT Glue so knowledge is retained and reusable across the service team.
- Communicate with clients in a calm, clear, and professional manner that reflects Acrotec's customer-first approach and builds trust in every interaction.
- Contribute to continuous improvement by identifying patterns, recommending process improvements, improving documentation, and supporting standardisation across managed environments.
- Assist with the rollout of new devices, infrastructure upgrades, Microsoft 365 changes, and small project tasks as directed.
- Work collaboratively with the wider service desk, projects, and account management teams to ensure technical issues are resolved in a way that supports the client's broader business outcomes.
- Participate in the after-hours roster and complete assigned training to stay current with technologies, security requirements, and Acrotec service standards.



Skills and Experience

- Minimum 2-4 years' experience in a managed services, service desk, or technical support role, with clear exposure to Level 2 troubleshooting and escalation handling.
- Strong working knowledge of Microsoft 365 administration including Exchange Online, SharePoint, Teams, Intune, Entra ID, and Microsoft security basics.
- Solid troubleshooting capability across Windows 10/11, Windows Server, Active Directory, networking, printers, remote access, patching, endpoint protection, and backup solutions.
- Experience using PSA, RMM, and documentation tools in an MSP environment, ideally including Autotask, Datto RMM, and IT Glue or equivalent platforms.
- Ability to prioritise effectively, manage multiple tickets at once, and stay organised in a fast-paced client support environment.
- Strong written and verbal communication skills, with the ability to explain technical issues in plain English to end users and business stakeholders.
- Demonstrated ownership, follow-through, commercial awareness, and a genuine commitment to customer service.
- Nice to have: interest in AI adoption and the ability to use AI tools thoughtfully to improve troubleshooting, documentation, efficiency, and overall value delivered to the business and its clients.
- Current driver's licence and ability to attend client sites as required.



Certifications and Hit-the-Ground-Running Requirements

- Relevant Microsoft certification required or in progress, such as Microsoft 365 Certified: Modern Desktop Administrator Associate, Endpoint Administrator Associate, or equivalent.
- TAFE or University qualification highly regarded
- Experience supporting small to mid-sized business environments in an MSP setting is strongly preferred, as this role requires someone who can add value quickly with minimal ramp-up time.
- Ability to confidently troubleshoot across Microsoft 365, endpoint management, identity and access, networking, backup, and endpoint security without heavy supervision.
- Comfort working within SLAs, documenting work to a high standard, following process, and using sound judgement on escalation paths.
- A customer-first mindset, sense of urgency, and strong personal accountability are essential to succeed in this role at Acrotec.
- The successful candidate must be able to quickly learn Acrotec's standards, tools, and ways of working, then operate confidently as a trusted technician within the team.

Key Attributes / Cultural Fit

- Customer-first in mindset and behaviour, with a genuine desire to help clients, reduce friction, and deliver a consistently positive support experience.



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- Strong sense of ownership and accountability, with a willingness to take responsibility for outcomes rather than simply passing issues on.
- A calm, professional, and solutions-focused approach, especially when dealing with pressure, competing priorities, or frustrated end users.
- Sense of urgency balanced with sound judgement, ensuring important issues are acted on promptly and escalated appropriately when needed.
- Team-oriented and easy to work with, contributing positively to the service desk and supporting a culture of knowledge sharing and continuous improvement.
- Process-aware and detail-oriented, with discipline around documentation, follow-through, and working within Acrotec's standards and service expectations.
- Open to feedback, committed to learning, and motivated to keep building technical capability, commercial awareness, and service maturity over time.

Contact Details

Please contact dana@paperkitepeople.com for more.