



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>MSP IT Systems Engineer (Tier II/III)</b>
<b>LOCATION:</b>	<b>Remote</b>
<b>WORK HOURS:</b>	<b>US Time zone</b>
<b>Summary</b>	<p>Opportunity with a fast growing, high energy, based Managed IT Service Provider (MSP), supporting, and implementing all aspects of technology including cloud, virtualization, and security. Dedicated to giving our clients the highest level of customer service experience and exceptional support. We have been in business for more than 10 years serving clients ranging from small to large sized businesses. We are seeking an MSP IT System Engineer – Tier II / III to join our Managed Services.</p> <p>The MSP IT System Support Engineer will be looked at as one of the Sr. technical members of the team and will be responsible for fielding complex high-level escalations and projects. Experience with at least 70% of the following technologies is required – Fortinet firewalls, strong Windows desktop experience, PowerShell scripting, O365 administration, Intune Configuration or Packaging. Windows Server administration including Active Directory, and Remote Desktop Services. Virtualization experience with one or more of Azure, AWS, Hyper-V. Experience implementing and troubleshooting Microsoft Office 365 and Azure. Advanced Backup solutions such as Veeam. Previous MSP experience is a valued. Candidate will possess excellent communication skills and a passion for technology.</p>
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Serving as both a front line support for VIP and escalation point for support issues that are escalated</li><li>• Implementing new systems and network solutions and/or improving the efficiency of current implementations</li><li>• Serving as an integral member of the Project Delivery teams by providing hands on technical support for complex projects, focusing on production and implementation.</li><li>• Support Windows Server 2012-2022, including issues with Active directory, domain operations etc.</li><li>• Provide infrastructure support in all areas needed including storage networking, server/desktop OS, Cloud environments, network security, active directory, virtualization, system and network monitoring, and application installation, configuration and troubleshooting.</li><li>• An active leader of the support team.</li><li>• Responsible for creating detailed documentation outlining how systems were configured and creating end-user guides.</li></ul>

<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Excellent verbal and written communication skills</li><li>• Top-class customer service skills</li><li>• Excellent documentation, reporting, and planning skills</li><li>• Conscientious, accountable, detail-oriented, thorough, and consistent</li><li>• Professional demeanor and appearance; punctual, team player</li><li>• Outstanding people skills</li><li>• Ambition and passion for learning and teaching</li><li>• Create/maintain/improve network support documentation and processes</li></ul>
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