



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>MSP IT System Engineer</b>
<b>LOCATION:</b>	<b>Remote</b>
<b>WORK HOURS:</b>	<b>US Time zone</b>
<b>Summary</b>	<p>Join a dynamic and rapidly expanding Managed IT Service Provider (MSP) that thrives on energy and innovation. We specialize in delivering comprehensive technology solutions, including cloud services, virtualization, and security, while prioritizing an exceptional customer service experience. With over a decade of experience, we cater to businesses of all sizes, from small enterprises to large corporations.</p> <p>As an MSP IT System Support Engineer, you will serve as a senior technical expert within the team, handling complex high-level escalations and leading critical projects. The ideal candidate will have expertise in at least 70% of the following technologies: Fortinet firewalls, advanced Windows desktop support, PowerShell scripting, O365 administration, Intune configuration or packaging, Windows Server administration (including Active Directory and Remote Desktop Services), and virtualization platforms such as Azure, AWS, or Hyper-V. Additionally, experience with Microsoft Office 365 and Azure implementation and troubleshooting, as well as advanced backup solutions like Veeam, is essential. Prior MSP experience is required. Hands-on experience with Microsoft Intune is required. The successful candidate will demonstrate strong communication skills and a genuine enthusiasm for technology.</p>
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Providing frontline VIP support and serving as the escalation point for resolving complex technical issues.</li><li>• Designing, implementing, and optimizing new systems and network solutions, while enhancing the efficiency of existing infrastructure.</li><li>• Acting as a key member of Project Delivery teams by offering hands-on technical expertise for complex projects, with a focus on production deployment and implementation.</li><li>• Supporting Windows Server environments (2012-2022) and modern server platforms, including troubleshooting Active Directory, domain operations, and Azure AD integration.</li><li>• Delivering comprehensive infrastructure support across various domains, including cloud platforms (Azure, AWS, GCP), hybrid environments, storage networking, server/desktop operating systems, network security, virtualization (VMware, Hyper-V), containerization (Docker, Kubernetes), and system/network monitoring tools (e.g., Nagios, SolarWinds, PRTG).</li><li>• Leading and mentoring the support team to ensure high performance and timely resolution of issues.</li><li>• Developing detailed technical documentation, including system configuration guides, standard operating procedures (SOPs), and end-user training materials.</li></ul>

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum of 3 years in a Managed Service Provider (MSP) environment.</li> <li>• Networking: Advanced knowledge of Fortinet firewalls and network security solutions.</li> <li>• Windows Systems: Expertise in Windows Server administration (2012-2022), including Active Directory, Remote Desktop Services, and domain operations.</li> <li>• Cloud Platforms: Hands-on experience with virtualization platforms such as Azure, AWS, or Hyper-V.</li> <li>• Microsoft 365: Proficiency in Office 365 administration, implementation, and troubleshooting.</li> <li>• Endpoint Management: Strong experience with Microsoft Intune for configuration, packaging, and endpoint management.</li> <li>• Scripting: Advanced skills in PowerShell scripting for automation and system management.</li> <li>• Backup Solutions: Experience with advanced backup solutions like Veeam.</li> <li>• Desktop Support: Advanced Windows desktop support skills.</li> <li>• Excellent communication skills, with the ability to explain technical concepts to non-technical stakeholders.</li> <li>• A passion for technology and a customer-focused mindset.</li> <li>• Ability to work remotely and collaborate effectively across US time zones.</li> <li>• Self-motivated with strong time management skills to handle multiple priorities in a fast-paced MSP environment.</li> <li>• Preferred Relevant certifications such as Microsoft 365 Certified: Endpoint Administrator Associate, CompTIA A+, or ITIL Foundation.</li> </ul>
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