

Service Center Engineer

As a Support Center Engineer, you will provide mid-level support to our Managed IT Services clients. You will need to be proficient with Managed IT Services which includes monitoring, anti-virus, spam-blocking and back-up products.

Qualifications & Skills

- Excellent customer service skills and the desire to exceed expectations
- Strong troubleshooting skills
- Advanced Windows Server support experience
- Experience with routers, switches, firewalls and other networking equipment
- Experience with managing and maintaining Exchange/Office 365
- Experience with Dell, Cisco Meraki, HP and Sonicwall
- Previous Support Center/NOC/Helpdesk experience

Preferred Qualifications

- Familiarity with any of the following is desirable.
 - Infrastructure (IT) Design Services
 - Microsoft ERP/CRM Software
- College Degree (IT, MIS)

Additional Skills Required:

Strategy-Minded Focus

- Understand how core business processes and technology can increase revenue, decrease costs, and/or increase productivity for our clients
- Identify business or workflow pain points, silos of data, and inefficiencies in operations
- Blend together available solutions that are driven by Business Intelligence, Workflow Efficiencies, and the ability to demonstrate strong ROI options

Client Advocate

- Contribute to a positive client experience at all levels
- Provide solutions that create real value and a ROI for clients
- Committed to service, integrity, and relationships with our clients

Leader

- Maintain loyalty to overall company vision and a team environment
- Be proactive and contribute to process improvement and change
- Model professionalism both internally and externally