

## **Managed Services Support Engineer**

We are currently seeking a Managed Services Support Engineer to be a part of our Managed Solutions team. If you're ready to make your next move then we are ready to talk to you.

### **The Position:**

Our Managed Services Support Engineer provides a variety of remote Level 1 and 2 technical support services for clients related to the operation, administration and remediation of network hardware, operating systems, applications and network services. This position works across multiple client sites performing standard maintenance tasks as well as engaging in problem resolution and add, move, change related work.

### **Key Areas of Responsibility:**

- Utilizing, configuring and maintaining 3<sup>rd</sup> party RMM/NOC/SOC provider software.
- Assisting with management of 3<sup>rd</sup> party RMM/NOC/SOC providers.
- Monitoring, responding to, and resolving requests for technical assistance received through the TAC, as well as tickets which are escalated to us from 3<sup>rd</sup> party RMM/NOC/SOC providers.
- Opening, managing and closing service order tickets in a real-time service environment.
- Performing analysis, troubleshooting and issue resolution when possible within a variety of network environments.
- Escalating issues (with appropriate communication) which require Level 3 support or higher.
- Utilizing and maintaining the helpdesk/service ticket tracking software.
- Maintaining customer network documentation.
- Diagnosing and troubleshooting of server hardware and OS, desktops, laptops, printers and Microsoft desktop applications
- Applying information security in accordance with the established policies, procedures and work instructions
- Being a part of the after-hours on-call rotation.
- Maintaining and developing a professional skill set.
- Fostering strong working relationships with our clients.

### **Qualifications:**

The right candidate for this position will possess a confident and professional demeanor, client-focused approach, commitment to detail and a quality-oriented attitude. Position required skills, knowledge and expertise include:

- A minimum of 2 years technical experience gained in a support environment, ideally in an MSP.
- Knowledge of RMM/NOC/SOC provider software.
- An understanding of networking in a heterogeneous environment.
- A proven track record in support methodologies.
- Microsoft Server and Desktop Operating Systems.
- Advanced knowledge of AD, Microsoft Exchange, Remote Desktop Services, DHCP, DNS, DFS,
- Knowledge of Routers, Firewalls, Switches, and Wireless.
- Supporting Virtual Desktop environments (desirable) VMware ESXi & vSphere
- Industry-recognized technical qualifications such as CompTIA A+, Network+, Security+
- Sound problem analysis skills and an ability to manage and deliver under deadline.
- Enthusiasm, drive and initiative.
- The ability to work alone and within a team.
- Ability to work to deadlines.

Basic work week is M-F, 8 to 5 with some required after-hours work for on-call and special projects. Pre- and post-employment background verifications are performed.

**Compensation:**

Compensation is commensurate with experience. Please provide salary requirements along with resume. We offer a competitive compensation package including base salary, performance bonuses and other incentives.

**How to Apply:**

If you'd like to be considered for this position, send an up-to-date resume along with a short message describing why you think you'd make a great addition to our team and your compensation requirements to: [humanresources@getadvanced.net](mailto:humanresources@getadvanced.net).