



advanced network systems

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JOB DESCRIPTION

Server Administrator/Managed Services Support Engineer – Tier 3

Full-Time | Exempt | Remote

Our Tier 3 Managed Services Support Engineer/Server Administrator provides a variety of Level 1-3 support services for clients related to the operation, administration and remediation of network hardware, operating systems, applications, and network services. This remotely-based position has regular interaction with clients of varying technical knowledge as well as our vendors and other business partners. The predominant goals for the position are to continually maintain a high level of subject matter expertise, provide conscientious communication, deliver quality technical service and a positive customer experience.

Areas of Responsibility

- Monitor, respond to, and resolve requests for technical assistance received through the Technical Assistance Center, as well as tickets which are escalated to us from our 3rd party RMM/NOC provider.
- Perform analysis, troubleshooting and problem resolution within a variety of network environments.
- Resolve advanced issues and tickets that are escalated from lower-level Engineers.
- Assist with training and mentoring of Tier 1-2 Engineers.
- Provide internal support of Advanced Network Systems' own end users.
- Utilize and maintain the real-time helpdesk/service ticket tracking software.
- Utilize, configure, and maintain 3rd party RMM/NOC provider software.
- Maintain client network documentation.
- Generate client network diagrams when required.
- Assist with management of 3rd party RMM/NOC providers.
- Performs other duties as requested, directed, or assigned.

Required Knowledge and Experience

- Associates degree in information technology or related field, or any combination of education, training and/or experience that fulfills the requirements of the position.
- Documented knowledge of local area data networking (hardware/software/protocols and best practices), network security and Microsoft server system administration.
- Must be able to learn quickly, to work independently with or without direct supervision and to function effectively in a team environment.
- Minimum of 5 years of System Administration or Network Engineer experience.
- Must understand the remote support and troubleshooting processes for software, hardware, networking, and peripheral equipment.
- Proficiency in Microsoft Desktop/Server OS (domain environment), Microsoft Exchange, Firewalls/UTM Security, Storage/SANs, Switches, VMware, or Microsoft Hyper-V.
- Working knowledge of Apple operating systems and various hosted applications such as Google Workspace and Microsoft 365 is desirable.

Requirements and Work Environment

Must be able to work and move in a variety of physical positions to accomplish tasks including sitting and/or standing for extended periods, must be capable of extensive and continual use of computer and mobile devices, must be able to speak clearly and verbally communicate. Must be capable of assessing the accuracy and completeness of work assigned.

The regular work environment is primarily indoors in environmentally controlled conditions, but may occasionally involve other environments. Normal hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m. or other equivalent hours established by the department manager. Participation in an after-hours on-call rotation is required. Due to the nature of the work being performed, some overtime and after-hours work is required.

No significant travel is expected for this position. Must be able to operate a motor vehicle, have a valid driver's license, clean MVR, and reliable transportation to commute to a client location or our company office, when and if needed.

Must be able to pass criminal background verification as well as obtain/maintain Virginia DCJS certification credentials.

About Advanced Network Systems, Inc.

Founded in 1996, Advanced Network Systems delivers industry-leading cybersecurity and network management solutions for small and mid-sized organizations throughout Virginia and West Virginia. Our signature managed security and managed IT programs are designed to reduce the risk, cost and complexity of managing network operations. Whether your organization is a growing small business, government entity or school, we offer a complete service experience that leverages innovative technology and expert advice to achieve our clients' goals. For more information visit us at www.getadvanced.net.

As a member of our technical services group, you'll find a work environment that's professional, team-oriented and supportive. We offer competitive compensation, an excellent benefits package, and opportunities for advancement. We have a structured path of career development and place a high value on learning, which we support through company-paid certifications and tuition reimbursement for job-related education

How to Apply

To be considered for this position, qualified candidates should submit an up-to-date resume, along with a short message describing why they believe they would make a great addition to our team. Send information to: humanresources@getadvanced.net.

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