Support Engineer – Charleston SC

Description

Support Engineer – Charleston, SC

AT-NET Services is looking for a Support Engineer to implement, maintain, and support our growing client's base technology infrastructures. You will be part of a systems engineering team that is responsible for designing and developing scalable, maintainable, highly available technology architectures that meet business objectives and SLAs.

This position is responsible for supporting and maintaining the design and integrity of client systems and implementing projects.

Responsibilities
Key Accountabilities:

- Providing tech support to clients with a focus on quick resolution of incidents, and high client satisfaction
- Analyzing, troubleshooting, and resolving hardware, operating system, and application issues
- Liaising with vendors, suppliers, and internal teams
- Keeping our client and related internal documentation up to date
- Continuously learn the latest technical best practices to improve efficiency
- Escalation of tickets as per our escalation process
- Work within established configuration and change management policies to ensure awareness, approval and success of changes made to client network infrastructure

Technical Requirements:

- Strong understanding, troubleshooting skills and hands on working knowledge of:
    - Microsoft Azure, Microsoft 365, and related cloud applications
    - Microsoft Windows Server Operating systems and Microsoft application servers
    - Microsoft Windows Desktop Operating systems and Microsoft Applications
    - VMWare providing ongoing support
- Hands on working knowledge of IP routing and switching including VLAN, DHCP, MPLS, VPN, SD-WAN when troubleshooting issues on routers, switches, and firewalls.
- Basic knowledge and understanding of PowerShell scripting
- Basic knowledge of information security and best practices
    - Experience with CIS Controls, CMMC or NIST a plus
- Experience in ConnectWise Automate, Manage, GMS, and Logic Monitor a plus
- Use of monitoring systems for resource utilization, trending, to ensure system availability

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Employment Type
Full-time

Beginning of employment
Immediately

Duration of employment
Permanent

Industry
Technology

Experience

- Experience as a desk side / onsite support IT engineer
- Strong Microsoft Operating system knowledge and troubleshooting skills – Win XP / 7 / 8 / 10
- Experience in providing hands on support for network and datacenter equipment
- Strong experience troubleshooting Microsoft applications
- Strong desktop support knowledge including hardware, software, and networking concepts

Qualifications

- MSP or Service Provider Support: 2-3 years
- Strong verbal and written communication skills
- Strong interpersonal and customer service skills
- Strong organizational skills and attention to detail
- Ability to engage, quickly develop trust and build positive relationships with stakeholders
- Client-centric, always puts the client at the heart of everything we do
- Professional, self-motivated, and completer-finisher approach to work
- Troubleshooting: 2-5 years
- Driver's License

Education

- 4 Year Degree

Job Benefits

- Medical
- Teladoc
- Dental
- Vision
- Life and AD&D
- Voluntary Life
- Short-Term Disability
- Long-Term Disability
- Accident Insurance
- Employee Assist (EAP)
- Employer 401(k) Match 4%
- Vacation/Paid Time Off
- Paid Holidays
- Employee and Family events
- Career Advancement
- Great Place to Work

Contacts
careers@expertip.net

Job Location
4055 Faber Pl Dr, #112, 29405, North Charleston, South Carolina, USA

Working Hours
8am – 5pm

Base Salary
$ 60,000 - $ 80,000

Date posted
December 10, 2023

Valid through
01.01.2024