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## Senior Support Engineer – Charlotte NC

### Description

## Senior Support Engineer – Charlotte NC

[AT-NET Services](#) is looking for a Senior Support Engineer for our Support team to maintain and support our growing client base's technologies. You will be part of an engineering team that is responsible for maintaining high availability technology architectures that meets specific business objectives and SLA's.

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

### Responsibilities

- Providing escalations to Support team members with a focus on quick resolution of incidents, and high client satisfaction
- Handling technically complex problems through analyzing, troubleshooting, and resolving hardware, operating system and application issues that arise
- Keeping the team's focus during periods of high service ticket volume, bringing in additional resources and higher escalations as necessary
- Work within established configuration and change management policies to ensure awareness, approval and success of changes made to client network infrastructure

### Qualifications

- Deep knowledge and troubleshooting skills the following:
  - 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 provide ongoing support, VCP Certification a plus
- Thorough understanding and hands on working knowledge of IP routing and switching including VLAN, DHCP, MPLS, VPN, SD-WAN for troubleshooting routers, switches and firewalls
- Able to create and modify security policies on routers, switches, and firewalls.
- Experience with PowerShell scripting
- Strong 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
- MSP or Service Provider Support: 3-5 years
- Strong verbal and written communication skills

### AT-NET SERVICES

AT-NET SERVICES

### Employment Type

Full-time

### Beginning of employment

Immediately

### Experience

3+ years working with VMWare

MSP or Service Provider Support:  
3-5 years

Experience in ConnectWise  
Automate and Manage a plus

Experience in CIS Controls and  
NIST

Ability to deliver top-quality  
technical service to clients

Demonstrated excellent resource  
and time management skills

Strong communication skills –  
written and oral

Must be an excellent troubleshooter  
and problem solver

Must be highly productive and  
collaborative

Ability to travel to client locations  
when necessary

Proficient in documentation

- 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

### **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

### **Duration of employment**

Permanent

### **Industry**

Technology

### **Job Location**

3401 St. Vardell Lane, Suite D,  
28217, Charlotte, North Carolina,  
USA

### **Working Hours**

8am to 5pm

### **Base Salary**

\$ 75,000 - \$ 100,000

### **Date posted**

December 6, 2023

### **Valid through**

31.12.2023

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### **Contacts**

[careers@expertip.net](mailto:careers@expertip.net)