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Senior Support Engineer – Knoxville TN

Description

Senior Support Engineer – Knoxville TN

[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

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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

200 Prosperity Drive, Suite 231,
37923, Knoxville, Tennessee, 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

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