



## Expedient Technology Solutions, LLC

### Job Description – Infrastructure Support Specialist

#### Position Description

Expedient Technology Solutions is an established managed IT services company located in Miamisburg, Ohio. ETS has developed a strong reputation for providing outstanding customer service and for being a collaborative, strategic partner with its clients.

We are looking for an experienced **Infrastructure Support Specialist** to join our growing team!

#### Responsibilities

- Perform technical and informational tasks during the onboarding of a new client. New client onboarding tasks include installing and configuring agents, antivirus, support tools, gathering credentials, vendor account information, and critical business line application information.
- Respond to monitoring alerts in a timely and effective manner.
- As needed work with senior level team members to assist with infrastructure projects.
  - Projects range from upgrading firewalls, switches, wireless networks, O365 migrations, server migration/upgrades (physical, virtual, cloud-based, and Microsoft Exchange), backup solution deployment, and cybersecurity solutions.
- Assist with client IT issues and requests over the phone or via remote connection to client systems and infrastructure through our RMM and PSA tools.
  - Typical client IT issues and requests include active directory, group policy, server, networking (wireless, firewalls, switches), and application liaison support.
- Use established processes and procedures to manage your assigned service and project tickets in the RMM system.
- Document and record time for all actions taken when working or resolving customer issues in the RMM system.
- Participate in the after-hours on-call rotation.

#### Essential Skills

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Be innovative and consultative when working with clients. The value of ETS comes not only from solving the client's issues but helping to avoid reoccurring issues.
- Balance responsibilities to ensure efficiency.
- Think about the best ways to organize your work to drive efficiency and deliver high quality and responsive support to our clients.
- Collaborate with team members on projects and issues as necessary. Provide and receive training as necessary.

#### Expectations & Professional Growth

- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Work scheduled hours Monday through Friday, with after-hours support and project tasks as needed. Flexibility will be provided as determined by manager for after-hours tasks.



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- It is expected you will continue to grow as a valued team member through continued education (certification plan), research and study, and interaction with other professionals and leaders.
- In addition to working in the ETS office, occasional travel to local customer sites may be required. Reliable transportation is necessary.

#### **Desired educational & training requirements, and length of experience**

- It is desired you have a minimum of an associate degree in a related technical field.
- There are company specified certifications you must achieve to be in this position.
- Having 1-3 years of experience in a related technical role is required.
- This position requires you to complete process and technical training during your first 30 days.
  - These requirements involve shadowing team members, learning training procedures, client communication expectations, and specific technical skills/knowledge. This will be outlined in your onboarding schedule.
  - Technical skills and knowledge include but are not limited to, Windows Server OS, Group Policy, Active Directory, backup technologies, storage, foundational to advanced networking.

#### **What is in it for you?**

We offer a competitive total rewards program that includes:

- Great company atmosphere, great office space, and room to grow
- The ability to work autonomously
- A management team that cares about you and your career growth
- Competitive Health Insurance Package
- Retirement plan (401K) with company match
- Dental & Vision insurance
- Competitive PTO and flexible work schedule
- Company paid certification exams, training material, and online training tools
- Above industry average base salary
- Cell phone stipend

We have a drama-free, collaborative work environment with opportunity for personal and professional growth. We are truly committed to team member's development and success.

#### **Purpose Statement and Core Values**

Purpose Statement - Reshape the experience for clients and team members.

Core Values -



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- *Continued Growth:* ETS places a strong focus on each team member continually growing both professionally and personally.
- *Honest Communication:* ETS places a strong focus on consistent and honest communication between all team members and clients.
- *Deliver “Wow” through Service:* ETS provides “Stress Free IT” managed services which promises an experience that goes above and beyond our client’s expectation.
- *Honor your commitments:* ETS team members are expected to honor their commitments to our clients and company.
- *Respect and Serve Others:* ETS is founded on biblical based principles and places a strong focus on team members serving others and giving back to our community.
- *Balance:* ETS recognizes and supports the need for each team member to enjoy a quality life outside of work.