

Expedient Technology Solutions, LLC

Job Description – Infrastructure Support Engineer

Description

Expedient Technology Solutions (ETS) is a rapidly growing 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. We are looking for an experienced **Infrastructure Support Engineer** to join our growing team!

Responsibilities

- Assist with projects that range from configuring and upgrading firewalls, switches, wireless networks, O365 migrations, server migration/upgrades (physical, virtual, cloud-based, and Microsoft Exchange), backup solution deployment, and cybersecurity solutions for ETS Clients.
- Work with junior level team members to provide training and assist with escalations.
- As needed, resolve 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 as the EOC (Engineer On-call).
- Perform other duties as assigned.

Technical Skills – Experience with 1 – 2 of the following:

- Ability to implement and support Virtualization environments, including VMWare and Hyper-V.
- Ability to implement and support Cloud environments, including Office 365, Azure, and/or AWS.
- Ability to implement and support Network Infrastructure, including Fortinet, Extreme Networks, and/or Aruba.
- Experience supporting complex Wireless Networks, utilizing Extreme Networks/Aerohive and Fortinet.
- Experience implementing and supporting Backup/Disaster recovery, utilizing Veeam.

Essential Skills

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Be innovative and consultative when collaborating with clients. The value of ETS comes not only from solving the client's issues but helping to avoid reoccurring issues.
- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Collaborate with team members on projects and issues as necessary. Provide and receive training as necessary.

Expectations & Professional Growth

- Work scheduled hours Monday through Friday 8:00AM – 5:00 PM, with after-hours support and project tasks as needed. Schedule flexibility will be provided as determined by manager for after-hours tasks.
- It is expected you will continue to grow as 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.

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Requirements

- 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 3-5 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:

- An executive team that cares about you and your career growth
- Competitive Health Insurance package
- Dental & Vision insurance
- Competitive PTO and flexible work schedule
- Retirement plan (401K) with company match

Purpose Statement and Core Values

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

Core Values

- *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 clients’ expectations.
- *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.