MANAGED SERVICES ENGINEER

JOB DESCRIPTION

ABOUT THE POSITION:

Founded in 1996, IntraSystems is a highly respected IT consulting company, managed services provider, and systems integrator that specializes in the deployment and delivery of IT infrastructure, virtualization services, security, and cloud solutions. Due to recent ongoing and continued business growth expectations, our Engineering team is looking to expand.

IntraSystems is seeking an experienced Managed Services (MSP) Engineer. The MSP Engineer will work closely with businesses and other organizations to develop tech solutions that help solve a customer's specific business needs. The MSP Engineer will manage and monitor networks, systems, and devices for assigned customers. The MSP Engineer will develop and plan long-term IT projects and strategies.

OBJECTIVES OF THIS ROLE:

- Provide excellent customer service and consistently work to exceed customer's expectations
- Complete technical training and exams as needed for partnership levels
- Travel to customer sites in MA, NH, and RI areas, as needed
- Perform Level 1/2 outstanding technical support (in person, on the phone, and via remotely sessions)
- Triage incoming requests via phone and email.
- Determine priority, create, and track tickets in Help Desk Software system
- Assist with training of junior engineers and documenting procedures and tasks
- Resolve as many tickets as possible meeting SLA's
- Ensure tickets are updated with detailed technical notes and are resolved correctly the first time
- Implement processes and procedures to track and fulfill tasks outlined in customer MSP offerings
- Assist with onboarding and offboarding customers
- Assist team members with onsite support, as necessary
- Meet/exceed tickets.
- Service Desk SLA's and PKI's
- Assist with updating/creating customer documentation
- Provide technical assistance for all IT related hardware as needed (i.e. laptops, desktops, servers, network gear)
- Identify opportunities for improvement and help implement
- Participate in on call rotation
- Perform other duties as directed

POSITION REQUIREMENTS:

- A+ certification preferred
- Knowledge and experience using remote access tools
- Excellent communications skills (verbal and written)
- Previous experience providing customer support over the phone
- Effective time management skills
- Passion to provide outstanding customer service
- Sound troubleshooting skills with an aptitude for problem solving
- Can do/service-oriented attitude
- Energetic about taking on new tasks and learning
- Able to prioritize and handle multiple tasks with minimal oversight
- Focus on teamwork and collaboration
- Ability to work independently towards goals
- Highly motivated and flexible
- Excellent work ethic and highly organized
- Ability to interface with all levels of the organization
- Desktop hardware knowledge

REQUIRED SKILLS & QUALIFICATIONS:

- College degree preferred or an equivalent of education
- 3-5 years' experience in a Help Desk / End User / Desktop support environment
- MSP experience
- Must be able to perform multiple tasks, handle multiple priorities, and perform exceptionally under high stress conditions
- Knowledge of Active Directory, Windows7, 10, Office 365
- Knowledge of computer operations and standard software packages (word processing, spreadsheets, Adobe) required
- Experience with ConnectWise Manage and ConnectWise Automate a plus
- Understanding or knowledge of Citrix related products a plus

BENEFITS:

- Health coverage with dental, vision, disability, and life insurance
- 401k plan offerings
- Paid vacation, PTO and company designated holidays

WORKING CONDITIONS:

- Full-time, normal business hours of Monday – Friday with occasional evening/weekend work as company needs/operations dictate. Within reason, carry mobile phone for availably off-hours.

PAY PERIOD:

- Bi-weekly, paid on Fridays

REPORTING:

- The MSP Engineer position reports directly to the MSP Manager.