

# MSP Systems Administrator

Full Time position located at MXOtech in Chicago, IL

ROLE CAPACITY: 100% Technical, travel to client sites will needed from time to time

You must also be a highly organized, customer service and technology focused individual with a positive attitude. We hire only high energetic, positive, team players that love being challenged and are always looking to grow. This person must represent our core values and deliver high-level client support as well as contribute in a big way to our team camaraderie and spirit.

Do you get great satisfaction from contributing to the overall success of the company? Do you enjoy using technology to automate processes? Do you work well under pressure and always show up with a positive attitude? Then please submit your resume, and a short summary on why you fit this description.

We are selective so we care more about finding the right person than rushing to hire just anyone. We offer an inviting work environment with health benefits, paid time off, and more. We work in environments using Connect Wise and LabTech.

We are a Microsoft partner using 80% Microsoft products. Technologies include; Office365, Exchange, Backup and Disaster Recovery, Firewalls, Networks, Server2012R2 and Mobile Devices. The remaining 20% is with Apple technologies and various mobile devices. We manage our client Networks using a Managed Services product called LabTech.

Our unique company benefits include; great healthcare and dental plan options with BCBSIL, Simple IRA and 401k retirement planning opportunities, tax-saving commuter benefits, Divvy bike passes, cutting-edge training opportunities, company lunches and breakfasts, team awards, special company events and celebrations, all in all a modern, cozy, on the edge of the loop type of work environment!

### Tactical Work and Responsibilities:

The MSP System Administrator is responsible for day to day network administration. They are responsible for maintaining network infrastructures along with performing any proactive or reactive work on client networks. MSP System Administrators are also a point of escalation for day to day support tickets. This would include assisting the support team with tickets along with tickets that require a System Administrator's expertise. System Administrators are also required to mentor the helpdesk staff in order to help with overall team growth.

### Key areas of responsibility:

- Review and work on RMM alert tickets. (Labtech, backup, hardware, etc. Alerts)
- Perform proactive work on server and networking equipment. (updates, firmware upgrades, event log reviews, preventative maintenance, etc.)
- Work on escalated support tickets.
- Manage and perform global changes. (Group policy changes, new software implementations, updates, etc.)
- Document client networks form top to bottom via documentation management tool.
- Perform onsite visits for necessary onsite changes or troubleshooting.
- Assist project management team with projects if help is requested.
- Provide suggestions on how to get a client to MXOtech's standard.
- Research technologies or hardware as needed for clients.

### The Most Important Results To Achieve Success:

We are a Microsoft partner using 80% Microsoft products including Exchange, Active Directory, Windows Servers and work stations, IIS, SQL Server and SharePoint Management. Twenty percent is Apple with various mobile devices. We manage our client Networks using a Managed Services product LabTech.

The candidates must possess excellent customer service, planning, problem solving, goal setting, quality and time management. Undergraduate degree from a four-year college preferred. At least four years of relevant work experience with a track record of help desk and networking support. Understanding of hardware and software (PC's, laptops, smartphones, tablets, printers, general office equipment, Microsoft Office, Current Windows Desktop and Server OS, etc). Ability to troubleshoot client issues while remaining calm and managing time lines. Networking or Microsoft Server related certification is a plus.

### Technical Skills:

Strong in the following: Windows 7 through 10, Active Directory including Group Policy, DNS, DHCP, Smart phones such as Android and iPhones, network printers, wireless access points, Microsoft Office Suite, Windows Server 2008R2 and up, Microsoft Exchange 2007 and up, Exchange Online (Office 365), Firewalls (desired Dell SonicWall, WatchGuard, etc.), Site to site and Remote Access VPN, Switches (Netgear, Cisco, HP), Backup Technologies (StorageCraft, Veeam, etc.), SQL Server Basic Management (backups, maintenance job setup, etc.), VMware vSphere (single host deployments at minimum).

### Desired familiarity with the following:

LabTech, ConnectWise, Office 365 SharePoint Online, Datto, Spam Filtering Platforms (McAfee, Reflexion).

### Personal Characteristics:

The candidate must follow instructions well, but also be able to take the initiative. Must have excellent customer service skills and manage time well working with multiple clients at the same time. Should be able to multi-task, prioritize and meet tight deadlines. Should be fair, flexible, get along well with others, and be a good listener. Must be punctual, reliable, and take good notes. Previous MSP or consulting experience is desired.

### Physical demands:

- Ability to stand or walk
- Ability to bend, squat, climb stairs and lift periodically
- Ability to lift up to 50 pounds occasionally

Please send resume with cover letter, short summary on why you fit this description, and salary requirements to [jobs@mxotech.com](mailto:jobs@mxotech.com).