

# Senior IT Systems Engineer

Full Time position located at MXOtech in Chicago, IL

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

A fast growing, high paced Chicago based IT Managed Services and Software Development Company located in the West Loop is seeking a dynamic Senior Systems Engineer who will work closely with our IT Projects and Managed Services team to design, spec and implement technology solutions for our SMB clients. We are looking for someone with 5+ years of technology project experience, primarily in the design and implementation of server and network solutions in SMB environments.

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!

Project Duties and Responsibilities:

- Design, implementation, and support for
  - Microsoft related technologies: Windows Server, Exchange, SQL, SharePoint, etc – as currently supported by Microsoft

- Virtualization technologies: VMware, Citrix, and Microsoft. Highly Available Systems leveraging Shared Storage and Storage Area Networks (SAN)
- Network level: LAN/WAN connectivity, routers, switches, firewalls, and wireless
- Customer premise and cloud solutions using technologies that meet customer requirements respectively
- Backup and disaster recovery solutions
- Remote access solutions: VPN, Terminal Services, and Citrix
- Documentation of all computer systems and network infrastructure
- Detailed communication with customers as required: keeping them informed of project progress, changes, or outages.

#### Additional Duties and Responsibilities:

- Ability to work in a team and communicate effectively
- Escalate service or project issues that cannot be completed within agreed service levels
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals
- Document internal processes and procedures related to duties and responsibilities
- Responsible for entering time and expenses as it occurs
- Understand project management
- Work through a daily schedule that has been established through the project management process using project tickets and phases as assigned
- Enter all work as service tickets into customer support system
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry
- Improve customer service, value, and satisfaction

**Knowledge, Skills, and/or Abilities Required:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Preferred professional IT certifications, such as: Microsoft MCSA/MCSE, Cisco CCNA/CCNP, or VMware VCP , CompTIA Security+
- Minimum 5 years of experience in a similar role
- Interpersonal skills: such as communication skills, active listening, and customer-care
- Diagnosis skills of technical issues
- Ability to multi-task and adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization's key IT services for which support is being provided

- Understanding of support tools, techniques, and how technology is used to provide IT services
- Self-motivated with the ability to work in a fast moving environment

The candidates must possess excellent customer service, project planning, problem solving, goal setting, quality and time management. Undergraduate degree from a four-year college preferred. At least five years of relevant work experience with a track record of working on small business networking and server projects.

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 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

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).