



Managed Services Engineer

Department: Business IT Services
Location: San Clemente, CA
Supervised by: Director, IT Services
Supervises: *NOC Technician

GENERAL PURPOSE:

Perform on and off-site IT Services/Managed Services for small to medium size businesses in Orange County. Some travel outside of Orange County will be required.

SUPERVISION RECEIVED

Works under the general supervision of the Director, IT Services

SUPERVISION EXERCISED

*May be supervising the day to day routine of NOC technician and level 1 remote support services technician

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manage, monitor and respond to a wide range of technical matters both proactively and reactively.
- Work with clients to continuously improve security, efficiency and integrity of their network infrastructure
- Troubleshoot, repair and maintain customer's IT infrastructures.
- Local traveling is a requirement of the day to day.
- Perform customer service duties and ensure customer satisfaction.
- Technical phone support.
- Understand the concept and application of IT best practices.
- Continued education of new technology and best practices will be a part of employee, supplied by employer.
- Work closely with customers to establish hardware, software, firmware, and accessories needed to successfully complete desired program fulfillment.
- Pre-sales support and infrastructure planning.
- Research and relay information and data in relation to proper compliance, compatibility, and licensing of products as appropriate.
- Establish connections and network with industry stakeholders and customers.
- Establish and maintain effective communication channels with customers, suppliers, and partner companies.



PERIPHERAL DUTIES

- Assists in maintaining IT services related policies and procedures
- Represents the company at various conferences, tradeshow and meetings
- May serve on various company committees

MINIMUM QUALIFICATIONS

Education, Certifications and Experience:

Minimum of 5 years experience in business IT applications or a closely related field; or a combination of experience and education.

- Associate Degree Computer Science, Communication, Management, Engineering, or a closely related field, or equivalent experience
- Bachelors Degree in Computer Science, Communication, Management, Engineering, or a closely related field, or equivalent experience

Required Certifications: Must hold at least one up to date Microsoft Certification

Certifications that are considered a plus: Cisco, vmware, DELL Enterprise and Storage, Juniper, Sonicwall

Necessary Knowledge, Skills, and Abilities:

Thorough knowledge of:

- Setting-up, monitoring and maintaining NOC tools
 - Level Platforms/Kaseya
- Microsoft Windows Server Family OS (NT to 2008, & SBS)
- Microsoft Servers (SQL, Exchange, SharePoint, Forefront)
- Microsoft Windows Operating Systems (95 to 7)
- Computer Hardware repairs and troubleshooting
- Professional Services Automation Tools/CRM
 - ConnectWise/Autotask
- Networking, routing, switching, firewalls, IDS, industry systems security standards.
- Running and terminating cables.
- Multi-tasking.

Working knowledge of:



- Preparing reports and proposals

Skill in:

- Operating the listed tools and equipment.

Ability to:

- Problem solve and troubleshoot technical issues
- Maintain efficient and effective project tracking
- Communicate clearly, both orally and in writing.
- Establish and maintain effective working relationships with supervisor, company employees, and clients.
- Present a professional image

SPECIAL REQUIREMENTS

- Must be able to read, write, and speak the English language.

PHYSICAL DEMANDS

Employees must be able to meet the physical demands as represented by those described here. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing essential job duties, the employee is required to sit and talk or hear. The employee is required to walk, drive, transport IT components, install IT components in areas where space may be limited or ordinarily inaccessible with the aid of ladders and or other tools; use hands to feel or handle objects or controls; reach with hands and arms; stoop, crouch, and kneel. The employee must be able to lift and/or move up to 25 pounds and be able to transport objects up to 100 pounds with the aid of transportation equipment. Specific vision abilities include close, color, and peripheral vision, and the ability to adjust focus.

CONTACT

E-Mail Résumé
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