

## Senior IT Project Network Engineer

### Full-Time position located at MXOtech in Chicago, IL

Our IT Managed Services Provider (MSP) division focuses on outsourced technology services for SMB customers through Technology Infrastructure Management, Help Desk Support, Security, IT Projects and Strategy. We're a growing boutique firm located in the West Loop looking for a Senior IT Project Network Engineer.

**Overall responsibility:** This position will be responsible for Networking configurations for switching, firewalls, VPN as well as serving as an escalation point for network related tickets, troubleshooting and design for our clients and MSP Help desk.

### Primary Duties and Responsibilities:

- Design, implementation, and support for:
  - Network Switching including but not limited to trunking, VLAN's, Spanning Tree Protocol, stacking, fiber interconnects
  - Troubleshooting network issues using toolsets such as WireShark, Auvik and logging such as Splunk or SysLog servers including setup of these toolsets
  - Understanding and configuration of Cisco Meraki devices, including troubleshooting utilizing the dashboard to analyze what's happening and troubleshoot accurately
  - Understand, support and Implement virtualization technologies: VMware and Microsoft.
  - Understand, support and Implement Microsoft server technologies
  - Standard security technologies such as multi-factor authentication, endpoint encryption, spam filtering, Cisco Umbrella
  - Customer premise and cloud solutions using technologies that meet customer requirements respectively
  - Remote access solutions: VPN, Terminal Services
  - Configure and troubleshoot cloud-based networking: site to site networking, connectivity to the cloud and site-to-site links for customers
  - Setup of automation and rapid deployment of networking equipment using tools such as Chef
- Documentation of all computer systems and network infrastructure
- Detailed communication with customers as required: keeping them informed of project progress, changes, or outages. Escalate service or project issues that cannot be completed within agreed service levels
- Ability to work in a team and communicate effectively

- Ability to mentor junior members of the team, explaining network and security technology
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals
- Responsible for entering time and expenses as it occurs
- Understand project management & work through that using project tickets and phases as assigned
- Enter all work as service tickets into customer support system
- Accompany Sales staff to do Onsite evaluations, assessments and provide Pre-Sales support as needed
- Improve customer service, value, and satisfaction

**Qualifications:**

- Preferred professional IT certifications, such as: Cisco CCNP, CompTIA N+, Meraki CCMP, VMware VCP, CompTIA N+, 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
- Experience in a consulting role & ability to multi-task and be flexible
- 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

**Perks:**

- Three different BCBSIL health plans, dental, vision and tax-savings health and commuter benefits
- 401k retirement planning opportunities, Divvy bike passes, cutting-edge training opportunities, company lunches and breakfasts, team awards, special company events and celebrations housed within a modern, cozy, work environment.

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