Technical Lead of IT Projects

Full-Time position located at MXOtech in Chicago, IL

If you are excited about our core values, read on. 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 consulting firm located in the West Loop looking for a strong technical resource to lead our projects team.

The ideal candidate will use their technical passion and hands-on technology experience to help us grow the MSP division. This person is responsible for leading the projects team, our cloud environment, managing and improving our solution stack and assisting with pre-sales and security. The IT Projects Technical Lead focuses on the design and implementation of server/cloud/security solutions. This person will lead two to three other project resources under them.

This individual is responsible for delivering client projects on time and on budget.   They will provide expert direction and oversight for significant decisions around architecture, technology solutions stack and project implementations.

Primary Duties and Day-to-Day Responsibilities:

- Acting as the Technical Lead for our projects and technology solutions
- Managing the infrastructure at a colocation facility for MXO and our clients
- Responsible for selecting and implementing new technology solutions
- Performing Office 365 migrations, implementations of servers, server virtualization, Windows Server upgrades, computer imaging, office moves, switches, firewalls and VMware etc.
- Mentor a small team of technical resources and collaborating on projects
- Performing pre-sales activities which include writing technical statements of work, writing project plans and collaborating with other team members and customers
- Performing new client audits and writing up recommendations for a technology road map
- Assisting with projects related to security initiatives and compliances

Experience implementing and supporting:

- Microsoft related technologies: Windows Server 2016+, Exchange 2013+, Office 365, SQL Server Installation and maintenance, Hyper-V, Active Directory, Group Policy, IIS.
- Implementation and utilization of RMM tools (ConnectWise Automate preferred or Kaseya)
- Implement and support virtualization technologies: VMware and Hyper-V.
- Implement Highly Available Systems leveraging Shared Storage and Storage Area Networks (SAN)

- Network level: LAN/WAN connectivity, routers, switches, firewalls, and wireless
- 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
- Backup and disaster recovery solutions (Datto, Veeam etc)
- Remote access solutions: VPN, Terminal Services, Parallels and Citrix
- Connectwise suite of products (Manage, Automate, Sell)

Additional Duties and Responsibilities:
- Ability to work in a team and communicate effectively verbally and in writing
- Ability to manage, mentor, and grow a team
- Measure and maintain high levels of customer satisfactions
- Create and maintain the best practice standards for technical operations
- Coordinate and participate in projects to design, develop, test, install and maintain specialized technical operations
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals
- Experience in researching, pricing, and implementing new solutions for customers
- Create and review existing internal processes and procedures related to service delivery
- 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

Business Qualifications:
- Excellent writing and organizational skills
- Consulting experience and or mindset
- Has a strong passion for new technologies
- Loves mentoring other team members
- Wants to grow into a leadership role

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.

Visit https://www.mxotech.com/about-us/careers/ for more information and apply to jobs@mxotech.com.

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