

IT Technical Project 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 are a growing boutique firm located in the West Loop looking for an IT Technical Project Engineer to join our awesome culture.

Overall responsibility:

We are seeking a Project Engineer who thrives in design and deployment of IT solutions. This person must be comfortable in a high paced environment, loves customer service and has a genuine interest and creativity to architect and implement the right solution for numerous clients.

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, Subnetting
 - Troubleshooting network issues using toolsets such as WireShark, Auvik including setup of these toolsets
 - Understanding and configuration of Cisco Meraki, Aruba, and Watchguard devices, including troubleshooting utilizing the dashboard to analyze what is happening and troubleshoot accurately
 - Understand, support and implement virtualization technologies: VMware and Microsoft Hyperv.
 - Understand, support and Implement Microsoft server technologies and correlated service technologies, SMTP, IIS, File and storage, DHCP, DNS, AD.
 - Standard security technologies such as multi-factor authentication, endpoint encryption, spam filtering, Webroot DNS.
 - Customer premise and cloud solutions especially Azure, Nerdio, WVD, and AWS, using technologies that meet customer requirements respectively
 - Remote access deployments: VPN, Terminal Services, WVD, VDI
- Configure and troubleshoot cloud-based networking: site to site, client to site networking, connectivity to the cloud and IPSEC links for customer
- Documentation of all computer systems and network infrastructure into platforms such as IT-Glue, and ConnectWise
- 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 they occur
- 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
- Ability to improve customer service, value, and satisfaction

Qualifications:

- Preferred professional IT certifications, such as: CCNP, CCNA, CompTIA N+, Meraki CCMP, VMware VCP, Security+, MCSA, CWNA, Azure Administrator, Azure Solutions Architect
- Minimum 3 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.

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