

# Systems Engineer, Tier 3

## Summary

Title: Systems Engineer, Tier 3

ID: 1428

Location: St.Louis, MO

Category: Technology

Date Posted: 07/15/2019

## Description

Our client, MB Technology Solutions is proud to celebrate 20 years of providing trusted technology services to clients throughout the St. Louis metropolitan area as well as servicing clients nationwide. MB's host of services include Managed Services, Backup and Disaster Recovery, Network Audits, Cloud and Hosting, vCIO Services and Network Security. Conveniently located in Creve Coeur's City Place, MB has a career opportunity available for a Systems Engineer, T3 to join our growing team. If you are ready for change, growth and an environment that moves quickly to jump on the needs of our clients and staying ahead of technology trends, then MB is the place for you!

MB offers its staff an opportunity to learn and continuously develop skills throughout their career. MB prides itself on being strategic, technological partners to clients and know that the talented staff makes the difference in providing excellent service. The friendly team environment and excellent benefits are just two areas MB is excited to offer new employees.

As a Tier 3 Systems Engineer you are responsible for researching and investigating new technologies that will help us deliver world class service to our clients. Your passion for technology is balanced by your understanding of processes and procedures, and how they relate to small business. As a mentor to the technical team, you will lead by example. You will provide innovative solutions that showcase your strong knowledge of Microsoft products. You will plan, implement, and improve technical processes to improve service delivery. As part of the team, you will share and communicate ideas and knowledge to all members of our organization.

### Responsibilities

- Determine specifications for server hardware and long-term configuration and backup strategies
- Create server installation engineering orders to drive installation and configuration activities
- Evaluate customer requirements and ensure implementation meets requirements
- Design and implement data networks
- Drive project management responsibilities

- Research and investigate technically sound solutions for small business technology
- Maintain a high-level knowledge of network and voice technologies
- Provide technical leadership to Service Desk and field technicians
- Tier 3 problem management, diagnosis, escalation, tracking, and resolution.
- Serve as a functional escalation point and diagnose and resolve technical issues the team is unable to resolve
- Provide outstanding customer service and a positive support experience by interfacing directly with clients on issues, communicating in a clear, concise manner
- Follow established processes and standards, identify and propose improvements as necessary
- Assist in developing technical documentation to improve training and service delivery
- Act as a resource or team lead on infrastructure projects
- Provide onsite client service
- Provide after hours and on-call support on a rotation basis
- Perform other duties as assigned

### **Requirements**

- 5 – 7 year's industry experience, preferably in a managed services provider environment
- Project lead experience
- Experience working in a team environment
- Ability and comfort with working directly with clients
- Excellent documentation skills
- Ability to write technical processes and procedures
- MCSA or MCTS certification or higher, Cisco CCNA certification or higher preferred
- License and own vehicle, willingness to travel within the St. Louis area

### **Technical Skills**

- Experience with Microsoft Windows desktop OS 7/8/10, Mac OS, phone and tablet OS.
- Strong experience with Microsoft Windows Server, Exchange on premise and Office 365.
- Strong experience with virtualization technologies from VMWare and Microsoft Hyper-V
- Knowledge of on premise and cloud storage solutions, SANs, NAS devices.
- Knowledge of networking equipment, including wireless, routing, switching, protocols, and monitoring
- Knowledge of remote monitoring and management tools
- Designing WAN/LAN solutions and associated routing and security
- Ability to read logs and event viewer, and diagnose advanced problems
- Understanding of priority levels and escalation process
- Intimate knowledge of troubleshooting processes
- Strong documentation ethic
- Advanced disaster recovery knowledge
- Understanding of DNS and management of mail and validation records
- Active Directory and Group Policy application and design

### **Personal skills**

- Excellent verbal and written communicator, comfortable phone demeanor
- Adhere to standards, policies, and procedures
- Ability to handle emergency situations in a calm fashion, and lead teams in such situations as needed
- Efficiently manage multiple tasks in a team-oriented environment
- Exceptional problem solving and leadership abilities
- Strong attention to detail and deadline oriented

- Desire to learn and mentor

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Staff is required to have the ability to:

- Routinely lift, push and pull up to 25 lbs
- Continuously stand, stoop or sit depending on client location
- Occasionally use and climb ladders

The work environment and noise level is usually similar to a typical office environment however may be exposed to a louder than normal office environment when working in IT storage and computer rooms.

*The above information on this description has been designed to indicate the general nature and level of work performed by employees within this job/classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.*

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