

Tier III System Engineer

At OMNI Strategic Technologies we integrate technology with business to grow revenue, save time, and improve the bottom line. Because we value and care for one another, we foster a culture to pursue career ambitions yet understand that we achieve more together than we can as individuals. We attract accomplished professionals to provide superior client care and outstanding business results. Together, we create our future.

Job Description Summary: The Tier III System Engineer is responsible for the design and implementation of systems, including customer-facing, on-premise networks as well as hosted/cloud environments. The Engineer also provides technical assistance to team members as well as clients with system and network requests.

Ideal Candidate Skills and Behaviors:

- Excellent interpersonal and organizational skills, including the ability to deal with clients and colleagues of all backgrounds in a fast-paced, high-performance work environment.
- Results-driven, detail-oriented, and possesses an overwhelming desire to succeed.
- The successful candidate will be a creative customer-focused individual excelling in business development. This can be an office-based or remote position.
- Desire to continually learn innovative technologies and develop greater skill sets.
- Ability to work independently and meet deadlines.
- Excellent written and oral communication skills.

Core Responsibilities:

- Design, implement, and support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Design, implement, and support hosted and cloud solutions for customers using appropriate technologies that meet their requirements.
- Design, implement, and support disaster recovery solutions.
- Provide IT support related to issues with internal systems and network infrastructure.
- Provide advanced support services for Microsoft related technologies: Windows Server, Exchange, SQL, SharePoint, etc.
- Provide advanced support services for virtualization technologies: VMware, Citrix, and Microsoft.
- Provide remote access solution support: VPN, Terminal Services, and Citrix.
- Document maintenance for all computer systems and network infrastructure.
- Conduct technical support in accordance with documented standard procedures.
- Follow all check lists for installation of hardware and software. Contribute to new checklists where applicable.
- Diagnose and resolve both emergency and chronic problems related to availability, security, performance, connectivity, and overall functionality.
- Maintain close contact and open communication with clients until an issue has been resolved.
- Take on projects and help manage them to completion.
- Working with sales, take on assessments for a prospective client and produce the Bill of Materials to recommend to the prospective client.
- Mentor Tier I and Tier II technicians with Omni supported technical solutions.
- Prioritize and schedule problems.
- Enter all time and expenses in service ticket system promptly and accurately.
- Inform team members and managers of important issues and information which will enhance client satisfaction and team performance.
- Provide manager with regular updates on problems encountered and identify possible longer-term solutions or improvements to reduce future problems.

Strategic Purpose: To care for clients in such a way as to (1) produce satisfaction; (2) grow the revenue of the engineering division; (3) build the identity of Omni as a superior provider of engineering services; and (4) create the possibility of offering additional Omni service lines.

Ultimate Purpose: To grow revenue and reduce costs in an effort to produce a sufficiently high net income and enterprise value to justify the investments, expenses, and risks associated with owning and operating a business.

Requirements:

- At least 10 years of professional experience in a technology support and engineering role.
- Associate's or bachelor's degree in computer science, information systems, management information sciences, or related technical field or equivalent by way of experience.
- Excellent interpersonal and organizational skills, including the ability to deal with clients and colleagues of all backgrounds in a fast-paced, high-performance work environment.
- Focus on customer service - We are passionate about going above and beyond to provide our customers with excellent service. We expect you to be of the same mindset.
- Demonstrated history of job stability – We invest in our employees. We are looking for candidates who want a career, not a short-term gig.
- Possession of multiple certifications from commonly recognized vendors such as Microsoft, Sophos, Cisco, Barracuda, etc.
- Advanced knowledge of IT systems including servers, desktops, scripting, routers, switches, and firewalls.
- Experience in server specifications, installations, configurations, and virtualizations.
- Experience configuring Cisco switches, routers, and wireless devices.
- Strong troubleshooting skills and the ability to evaluate and manage changes, understanding their impact to systems, business, and users.
- Demonstrated success with providing support and problem resolution with unfamiliar systems, software, and hardware.
- Desire to continually learn innovative technologies and develop greater skill sets.
- Ability to work independently and meet deadlines.
- Excellent written and oral communication skills.
- Ability to communicate technical information and ideas in user-friendly language to clients.
- Ability to work from your desk and in the office/workshop.

Familiarity of Products Preferred:

- Anti-Virus and malware protection solutions
- Microsoft Office 365
- Windows Server 2012/2016/2019 and Windows 10
- Backup Solutions
- Cloud computing infrastructure
- ConnectWise Manage, Automate, and Control