Technical Services Engineer (Level II-III)

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Company: CONEXIONHR

Location: Argentina

Category: computer-and-mathematical

About us:

We are an IT Managed Services Provider focused on providing support for small to midsized businesses looking to outsource their IT functions.

We are a family-owned member of a franchisee network of over locations nationwide.

We are in growth mode, looking for individuals that want to make a difference, take on more challenges and advance their career.

The role:

The Sr. Technical Engineer's role is to ensure system operation and functionality so that end users can accomplish business tasks. The objective of the Sr. Technical Engineer will be to respond to support requests in a timely manner, be a reference point for IT support-related tickets, and to ensure the satisfaction of the end user, among other technical duties.

Sr. Technical Engineers are expected to display good interpersonal skills as they will interact with colleagues from various departments, executive levels, and customers daily.

Responsibilities:

● Provide remote support of incoming requests to the service desk via ticketing system, web portal, email to ensure courteous, timely, and effective resolution of end-user issues.

● Prioritize incidents and service requests according to defined processes to meet defined Service Level Agreements (SLAs).

● Use remote tools and diagnostic utilities to aid in resolving support requests.

● Coordinate hands-on, local fixes at the network, server, or desktop level when remote tools are not appropriate.

- Remotely configuring hardware and software components throughout various network infrastructure devices.

- Remotely install security software and ensure virus definitions are up to date.

- Server administration via Active Directory, Azure AD, File & Print services, DNS, DHCP, Microsoft Entra, Intune.

- Network firewall and switch administration and maintenance.

- Establishing good relationships with all departments and colleagues.

- Ensuring company safety and security standards are met.

- Network and server solution design and architecture.

Requirements:

- A college diploma or university degree in the field of Computer Science and/or 8 years equivalent work experience.

- Experience with desktop and server operating systems including Windows 10/11, Server ///, and Mac OS.

- Experience writing proposals for technical solutions to fulfill business needs.

- Strong understanding of technology and business productivity systems.

- Active Directory knowledge and experience.

- Experience with SonicWall, Meraki and Ubiquiti firewalls a plus.

- Ninja RMM and Autotask PSA Experience a plus

- Exceptional interpersonal skills, with a focus on rapport building, listening, and questioning skills.

- Good problem-solving skills.

- Excellent customer service skills.

- Exceptional English written and oral communication skills are a must.

- Sales Engineering experience a plus.

- Microsoft Server certification preferred.

- Microsoft Desktop operating systems certification preferred.

Solid experience with the following:

- Active Directory/Azure AD Management/ Microsoft Entra.

– Design/Configuration/Ongoing Maintenance.

– Group Policies – Creation/Deploying/Ongoing Managing.

– Automation.

– File Permissions.

- – Object Templates.

- – Privileged Access Management.

- – Group Management.

- – Computer Management.

- ● InTune Management.

- – Create, deploy, configure, protect and update apps in customer environments.

- – Create policies and manage users/devices.

- – Manage Automatic Policy Deployment.

- – Configure apps with customer specific requirements.

- ● M Advanced Management Experience.

- – User Management.

- – Device Management.

- – Teams and Group Management.

- – Role Management.

- – Security – Design, Configuration and Implementation.

- – Compliance Management.

- – Endpoint Manager

- – Identity Management.

- – Exchange Management.

- – Teams Management.

- – SharePoint Management.

- ● Virtualization.

- – VMWare.

- – Hyper V.

- ● Networking Skills.

- – Firewall/Switch/AP Configuration and Management.

- ● Windows Workstation and Server OS Depth of Knowledge.

Preferred Certifications:

- ● CompTIA A+.

- ● CompTIA Net+.

- ● CompTIA Security+.

- ● MCDST.

- ● MCSA.

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