

# Support Engineer

Our Support Engineers are often the first people our clients speak with. They're also the employees who leave the largest impression on our clients insofar as our ability to properly support them. As such, this role is incredibly important in our service delivery.

As a Support Engineer, you will provide remote and on-site assistance with technical software, hardware and network assets. Support Engineers assist end-users directly by providing prompt, courteous service in easy-to-understand terms and indirectly by remediating alert generated issues across client networks to ensure network performance, security and integrity. In addition, Support Engineers work to identify long-term fixes that reduce client impact and downtime, swift escalation of more complex issues and adherence to customer SLAs. Support Engineers also occasionally share in a rotational pool for responding to off-hours emergency issues/alerts.

While perhaps being front-line support, this is not an entry level position. Our client technology stacks differ requiring someone who has a wide range of experience. We strive for high levels of first call resolution which require applicants possess significant experience and talent.

## Responsibilities

The Support Engineer position is one of juggling many tasks. The right individual leaves our clients feeling confident in our support abilities while leaving a positive impression of one's personal abilities.

A list of job responsibilities includes:

- Ability to provide technical support to customers for day-to-day issues
- Address customer issues promptly, working with our support team to ensure efficient resolution to account related items
- Auditing client networks against our standards of care and taking part in our process of remediating deficiencies or working with our vCIO to get customer buy-in for the required improvements
- Address inquiries timely and forward quoting requests and opportunities to management
- Identify solutions to drive client efficiency and reduce support costs in the support process
- Follow and improve documentation on issues to assist other technicians in following similar steps in the future when resolutions to complex problems are identified
- Bring client networks back online timely or escalate issues to more senior technicians when deep issues merit involving higher level staff
- Prompt time entry and keeping tickets updated at all times to ensure smooth handoff of issues
- Train customers to use products and services
- Cull information on issues requiring higher level support and provide proper information to allow higher level technicians to address deep issues without needing to start the troubleshooting process from scratch

## Requirements

Candidates should demonstrate knowledge sufficient to provide support to both end-users and tier I help desk level staff retained by clients. This can be done through a combination of formal education, certifications and work experience. Three years minimum end-user assistance in an Active Directory environment requested.

Potential applicants will be required to go on-site. As a result, reliable transportation is required to ensure timely support for clients. This travel is reimbursed and will account for roughly 20% of work-time. Additional rotational on-call is required for all technical members of our team.

As with all our positions, a personal background check is required prior to employment.

Among other criteria, the below requirements will be evaluated in accessing applicants:

- Excellent analytical and problem-solving skills
- Ability to break apart complex information and relay in a way end-users can easily understand
- Strong inter-personal skills to help address client concerns and issues and strong time management skills to best coordinate other staff
- Networking technologies including Active Directory, DHCP, DNS, firewall configuration, Microsoft Hyper-V, Windows registry, routing, TCP/IP v4/v6, QoS, VMware, VLANs, VPN and wireless
- Backup, disaster recovery and data recovery experience
- Microsoft Office 365, Microsoft Exchange support and maintenance
- Remote monitoring and management (RMM) software experience
- Excellent verbal and written communication skills
- Strong customer service skills
- BS degree in Computer Science, IT Management or relevant field
- Pluses for WatchGuard, Security Audits, and Professional Automation software

## About simpleroute

Started in 2009, simpleroute is a growing company with the sole aim to provide the best support possible for end-users. We do this through getting to know our clients, anticipating, and meeting their needs and providing excellent service. We offer a challenging yet fun atmosphere and provide ample opportunity for employees to grow both through education and project-based learning.

simpleroute offers several benefits including:

- 7 paid holidays
- 401k program
- Health, dental and vision programs
- Education opportunities and approved certification reimbursement
- Flexible and fun work environment
- Up to 4-weeks PTO with seniority
- One paid VTO (Volunteer Time Off day)

## Interested Candidates

Please send a resume and cover letter to [jobs@simpleroute.com](mailto:jobs@simpleroute.com) and tell us how you can help us provide the best IT services possible.