Support Engineer

Job Description

Job Title: Support Engineer
Revised Date: March 19th, 2021
Start Date: TBD

Job Description: PEI is a Microsoft Gold Partner, Cisco Select Partner, and VMware Enterprise Partner based in Boulder, Colorado. We're a recognized leader in delivering infrastructure, unified communications, and networking, and managed IT services solutions. We have built our business and reputation on the quality of the services we provide to our customers, and as an engineering-centric company, we take great pride in the depth of technical knowledge maintained by our engineers.

Colorado is one of the best places to live in the U.S. Our communities are consistently featured in top 10 lists across the country. From our mild climate with 300+ days of sunshine a year to our robust economy featuring plentiful access to recreational activities, you'd be hard pressed to find a better place to expand your career.

We are currently seeking full-time individuals to work out of the Boulder area (with some work-from-home available) and provide varied and exceptional support services for our Managed Services clients. This position will deliver network and systems administration support, advice, and maintenance to our diverse client base while providing exceptional customer service and consistently achieving customer satisfaction. This person should be self-motivated and have strong communication, presentation, organizational, and time management skills. The ideal candidate will provide exceptional customer service and consistently achieve customer satisfaction.

Responsibilities:

- Provide junior- to mid-level network administration expertise, support, and service.

- Provide junior- to mid-level infrastructure administration expertise, support, and service.

- Manage, prioritize, work, and resolve day-to-day support requests submitted by email, web, and telephone. Excellent diagnostic and troubleshooting skills are required. Ability to identify problems, research solutions, and determine and implement resolutions is essential.

- Use a ticketing application to completely record all efforts toward resolution and document solutions.

- Perform on-going maintenance tasks for internal and client networks including monitoring, updates and patching, and documentation.

- Perform day-to-day administrative duties for clients and internal staff, including device troubleshooting, routing changes, configuration backup, vulnerability patching (etc.)

Required Skills:

- Experience configuring/troubleshooting Cisco routers, switches and firewalls.
- Familiarity and understanding of LAN/WAN network infrastructure and concepts, including TCP/IP.
- Significant experience troubleshooting TCP/IP networks.
- Experience troubleshooting and resolving LAN/WAN/WiFi network issues.
- Familiarity with the OSI networking model and troubleshooting methodology.
- Experience with firewalls, Internet VPNs remote implementation, troubleshooting, and problem resolution.
- Understanding of switching protocols and spanning-tree protocol.
- Willingness and ability to learn new technologies on the job.

Desired Skills:

- Cisco certification or experience
- Microsoft certification or experience
- Experience with SNMP-based or other network monitoring technologies
- Experience troubleshooting voice issues from a network perspective
- Experience with VOIP protocols such as RTP or SIP
- Experience configuring/troubleshooting Cisco routers, switches, and firewalls
- Familiarity and understanding of LAN/WAN network infrastructure and concepts, including TCP/IP
- Previous Managed Services experience a plus
- Experience with Office 365 and Azure

Job Requirements:

- 3-5 years progressive experience in IT, particularly in a customer service role
- Outstanding customer service attitude
- Ability to travel locally (less than 25% of the time). Must have vehicle.
- Excellent written, verbal, and customer service skills, with the ability to explain technical concepts to individuals of varying degrees of technical knowledge
- Ability to maintain a high level of professionalism when dealing with stressful situations
- Ability to work in a team environment and share information with team members
- Ability to handle multiple tasks efficiently
- Outstanding troubleshooting skills

Organization Relationships:

Reports to the Director of IT Operations

Compensation and Benefits:

Our compensation plan includes the following:

- 🎲 Competitive wages
- 🎲 Management objective incentives
- 🎲 Work from home commitment
- 🎲 Company profit sharing program
- 🎲 Company sponsored professional development and training
- 🎲 Family health, vision and dental insurance
- 🎲 Paid vacation
- 🎲 Company 401k

PEI promotes a casual office environment, encourages extracurricular activities, has a work-from-home policy, and provides a range of professional and personal benefits.

If you're looking for a challenge and an organization that rewards you for your commitment and hard work, we'd love to talk with you! Come find out why we're considered the "Go To" partner in the Rocky Mountains.

How to Apply:

Please email your resume and a cover letter (if desired) to jobs@pei.com to apply for this position. Please indicate in your email subject and body that you're interested in the Support Engineer position with our Operations team.