



## Business Services Support Engineer

### Job Description:

PEI is a Microsoft Gold Partner, Cisco Select Certified Partner, and VMware Enterprise Partner based in Boulder, Colorado, who is recognized as a leader in delivering infrastructure, unified communications, networking, and managed IT services. We have built our business on the quality and value of services we provide. 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. Our communities are consistently listed in the top 10 towns in the U.S. Between our mild climate, 300+ days of sunshine yearly, robust economy, and numerous recreational activities, you'll be hard pressed to find a better place to expand your career.

We are seeking individuals to work from the Boulder area (with some work-from-home available) to provide varied and exceptional support for Managed Services clients. This position will provide network and systems administration support, advice, and maintenance to our diverse client base. 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.

### Primary Duties & Responsibilities

- Provide network administration expertise, support, and service
- Provide 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. Identifying problems, researching solutions, and determining and implementing resolutions are essential
- Use a ticketing application to completely record all effort toward resolution and document solutions
- Perform ongoing 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.
- Evaluate documented resolutions and contribute to knowledge base repository

### Required Skills:

- Experience with Microsoft Stack (Windows, Office, etc.)
- Familiarity and understanding of LAN/WAN network infrastructure and concepts, including TCP/IP
- Experience troubleshooting and resolving Office 365 issues
- Experience troubleshooting and resolving LAN/WAN/Wi-Fi network issues.
- Experience with firewalls, Internet VPNs remote implementation, troubleshooting, and problem resolution
- Experience troubleshooting MAC OS
- Willingness and ability to learn new technologies, including taking and passing technical certification exams.

### Desired Skills:

- Microsoft certification or experience
- Experience with SNMP-based or other network monitoring technologies
- Experience with Active Directory and Server Infrastructure
- Familiarity and understanding of LAN/WAN network infrastructure and concepts, including TCP/IP
- Previous Managed Services experience a plus
- Experience with Azure
- Experience with Google Workspace



---

### Job Requirements:

- 3-5 years of progressive experience in IT, particularly in a customer service role
- Outstanding customer service attitude
- Live within the greater Denver, CO area and have reliable transportation to travel locally, less than 25% of the time
- 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 - Managed Services

### 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 and Dental insurance
- Paid vacation

PEI promotes a casual office environment, encourages extracurricular activities, has a Work-from-Home policy, and provides 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" technology partner in the Rocky Mountains.

Please email your cover letter, resume, and professional references to [jobs@pei.com](mailto:jobs@pei.com) to apply.

The individual selected for this position will be subject to a background check. PEI is committed to providing equal opportunities to employment including taking into account the nature and gravity of the offense or offenses and the time that has passed since the conviction and/or completion of the sentence.