



Job Description

Engineer (Level 2)

IV4 is an IT services and consulting company with offices in Syracuse and Rochester, New York. Our business is growing and to serve our customers in the best possible manner, IV4 is looking to hire highly qualified, motivated, hard working professionals. IV4 sales and consulting works with clients to design the best solution to fit the business need. Technical staff works with clients remotely to support IT environments of all sizes. Ongoing training and professional certifications are part of the job requirements.

Currently, we are seeking qualified individuals in both our Rochester and Syracuse offices to work as an Engineer (Level 2). This position works with clients on and off site to design, configure, install and support IT environments of all sizes. Local (upstate NY) travel is required for this position. References will be requested and a technical skills assessment will be required.

Responsibilities

Client Support – Second Level

- Maintain pro-active customer communication
- PC hardware/software troubleshooting
- Application support, i.e. MS Office
- VPN/Remote Workplace Connections setup/troubleshooting

Server Support – Second Level

- New server builds and maintenance (physical and virtual)
- Azure administration
- Hypervisor (Hyper-V and VMware) administration
- Active Directory and Group Policy troubleshooting
- Backup configuration and troubleshooting
- Office 365 migration work
- Windows Server administration
- Server hardware/software troubleshooting
- Tasks as assigned related to the core competencies and values of the business

Network Support – Second Level

- Troubleshooting network and internet connectivity issues
- Cisco (including Meraki) installation, administration, and troubleshooting
- SonicWALL installation, administration, and troubleshooting

- Wireless network installation, administration, and troubleshooting

Participation in paid On-Call rotation

Submit records (timesheets, tickets, reports, etc.) in a timely manner

Qualifications and Skill Sets

- Experience in advanced troubleshooting and ticket handling
- Adherence to SLA (Service Level Agreement) standards
- Creative and ingenious problem solver
- Exceptional attention to details
- Exceptional communication skills (written and verbal)
- Team player, motivated, and dependable
- Good multi-tasking, organization, and prioritization skills
- Exceptional follow through with customers
- Desire to learn
- Microsoft Windows desktop experience (Windows 7 & higher)
- Microsoft Server experience (Server 2008 & higher)
- Cisco router/switch/firewall experience
- Meraki Cloud experience
- Office 365 experience

Education/Experience Requirements

5+ years of IT experience

BS/BA in a technical discipline. Consideration will be given to equivalent combination of education and experience

Industry certifications (Microsoft, Cisco, SonicWALL, VMWare)

IT Service provider experience (preferred not required)