



## Job Description

### **Senior Engineer (Level 3)**

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 our Rochester office to work as a Senior Engineer (Level 3). 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 is required.

### **Responsibilities**

#### Server Support – Third Level

- New environment design and implementation (physical and virtual)
- Azure implementation and administration
- Hypervisor (Hyper-V and VMware) configuration and support
- Design, implement and administer Active Directory and Group Policies
- Backup configuration and troubleshooting
- Office 365 migration work
- Implement, manage and administer Windows Server
- Configure and support management tools (Antivirus, Antispam, User Security, etc.)
- Server hardware/software advanced troubleshooting
- Support of SQL, SharePoint, Exchange

#### Network Support – Third Level

- Troubleshooting advanced network and internet connectivity issues
- Perform network and security assessments including discovery and remediation recommendations
- Network infrastructure design
- Cisco (including Meraki) installation, administration, and troubleshooting
- SonicWALL installation, administration, and troubleshooting
- Design, configure and implement wireless networks

#### Project implementation work

- Review of design and project planning
- Act as customer technical point of contact
- Act as project technical SME (Subject Matter Expert)
- On time and budget delivery of projects
- Documentation of projects

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
- Experience with medium to large scale project delivery efforts
- Adherence to SLA (Service Level Agreement) standards
- Creative and ingenious problem solver
- Utmost attention to detail
- Outstanding communication skills (written and verbal)
- Team player, mentor, motivator
- Superior multi-tasking, organization, and prioritization skills
- Outstanding follow through with customers
- Desire to train others
- Microsoft Server experience (Server 2008 & higher)
- Cisco router/switch/firewall experience
- Meraki Cloud experience
- Office 365 experience
- Azure Cloud 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)