



IT Engineer

Are you the go-to person in your company for the most challenging tech support issues? Do clients constantly provide you 'raving fan' reviews after you complete a job? Do you like a dynamic work environment so you're not stuck in the same routine day to day? Do you like to be challenged and want opportunities to learn and grow? Do you want to see your hard work directly impact your teammates and customers?

If so, we'd like to hear from you. We're looking for an experienced IT Engineer to bring on board ASAP due to our recent growth explosion.

This successful person will thrive in a fast paced environment and thrive on developing and maintaining customer relationships by supporting their IT environment. The person will provide senior level support to all Tele-Data Solutions IT customers. The person will act as the clients' advocate, assist with escalated support calls from junior technicians and management for resolution, assures rapid resolution, and a high level of overall customer satisfaction.

Principal duties & responsibilities

- Provide IT support for both Microsoft operating environments for servers and desktops
- Deploy backup and recovery appliances and roll out "Smartstyle" virtualized operating environments
- Defines configuration and implementation specifications of network devices, appliances, and learn IP PBXs
- Learn to use TigerPaw PSA and Zenith RMM systems
- Ability to research, learn, and apply solutions to problems in a dynamic environment through a number of resources
- Provide direct point of contact for 'on boarding' of new TDS IT customers
- Assist sales with technical sales support for Best Practice Recommendations for new clients

Position Requirements

- Hold a minimum of a Bachelor's degree
- A minimum of three to six years of related IT administration and support
- Certifications such as A+, Network +, CCNA, CCNE, CCDP, MCSE is a plus
- Prior experience working for a Managed Service company is a plus
- Experience working with monitoring tools such as Zenith, N-able, Kaseya, Level Platforms, Solarwinds or SNMP
- Design and implementation of hardware and software solutions in small to mid-size companies
- Familiarity with TigerPaw, Autotask, Connectwise, Kaseya PSA systems is a plus
- Strong knowledge and understanding of the following:
 - Microsoft Active Directory, Microsoft Exchange and email troubleshooting
 - Switching/routing technologies, specifically Cisco, VPN, VLANS, QoS
 - Symantec AV, TrendMicro
 - Zenith BDR, Smart Style Servers and Backup Exec.
 - Desktops, laptops, servers and related hardware

Email all resumes with cover letters to jobs@tele-datasolutions.com

Contact: Tele-Data Solutions, 908-851-0444

Tele-Data Solutions is a 30 year old technology company that focuses on IT Services and Unified Communications VoIP Systems to businesses in the tri state area. The company is family owned and operated with a strong focus on values which include hard work, honesty, and integrity. The company maintains an energetic fast paced working environment and is always looking for talent in the fast changing world of technology.