

## Systems Support Engineer

EDCi provides infrastructure and call center technology services and solutions to clients throughout Wisconsin and the Midwest. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

EDCi has an immediate opening for a Systems Support Engineer. The Systems Support Engineer is responsible for tier 2 support of client systems including Microsoft Server and Citrix product suites, as well as managing existing environments and provide daily administration as part of Managed Services agreements. This role is responsible for providing courteous, accurate, and timely communications in support of the EDCi Technical Service Center and Managed Services. Documenting problems and solutions as well as recording all activity and communications, regarding problem calls and systems alerts, are part of the daily tasks. Written communications skills to present technical or business information to both technical and non-technical audiences, are crucial for success in this role. The Systems Support Engineer is also responsible for classifying problem calls and documents and providing technical troubleshooting and solutions in a Problem Management System, to provide information for quality improvement and Service Level Agreements. Candidates within this role, will also be expected to perform various Help Desk operations and administrative tasks during non-telephone time.

When you join the EDCi team, you'll receive many perks, including:

- Funded Training
- Bring Your Own PC Policy (BYOD)
- Cell Phone Reimbursement
- Casual Attire
- Work-Life Balance and Flexibility
- And many more!

### Responsibilities

- As a Systems Support Engineer, you receive and respond to IT Support/Help Desk calls/System Alerts, provide technical problem identification and resolution, and escalate problems to the appropriate or next level of support as appropriate.
- Provide daily administration and support of client environments as part of Managed Services agreements.
- Must have the ability to operate with minimal supervision and effectively communicate with both internal and external customers.
- Coordinate resource management closely with EDCi's Master Scheduler.
- Update demand/capacity planning tools for resource management.
- Act as a main point of contact for Internal IT issues at EDCi. Log tickets, ensure resources are assigned and perform follow-up and status reporting to ensure tickets are resolved in a timely manner.

- Review and proof technical documentation provided by engineers.
- Willingness to participate in rotating schedules and share on-call duties.
- Willingness to acquire specialized technical certifications.
- Other duties as assigned.

## Essential Skills & Qualifications

- 1-3 years of relevant systems experience.
- AD/AS degree in computer related field is preferred.
- Preferred certifications include Microsoft Certified Systems Engineer (MCSE) and one of the following Citrix certifications: Citrix Certified Administrator (CCA) or Citrix Certified Enterprise Administrator (CCEA).
- Experience supporting standard hardware and software applications.
- Experience providing technical support.
- Technical knowledge and experience with Microsoft Server operating systems, Microsoft Exchange and O365.
- Technical knowledge and experience with Citrix product suite.
- Technical knowledge and experience with planning, deploying and maintaining Citrix farms.
- Technical knowledge of virtual server technologies, specifically VMware. VMware certification is a plus.
- Excellent interpersonal and problem solving skills required to serve diverse customer base and deal effectively with escalating issues.
- Ability to meet deadlines and work independently when required.
- Exceptional follow-up and organizational skills.
- Must excel in the ability to communicate effectively both orally and in writing.
- Self-starter who takes initiative and works well in a team environment.
- Strong written, verbal and non-verbal communication skills with internal and external customers.