Managed Services 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, Interactive Intelligence, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

The Managed Services Engineer will provide courteous, accurate, and timely communications in support of the EDCi Managed Services Contracts and ticket activities. As well as act as internal systems and help desk support for EDCi users and infrastructure. On a daily basis you will receive and respond to IT system generated alerts and tickets, provide technical problem identification, initial troubleshooting and escalate problems as appropriate. The Managed Services Engineer will also track metrics around infrastructure performance and service requests and prepare and present service reports to clients with technical and non-technical audiences. Finally, candidates within this role, will also be expected to perform various project coordination, help desk operations and administrative tasks.

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

- Funded Training and Certifications
- Bring Your Own PC Policy (BYOD)
- Cell Phone Reimbursement

- Business Casual Attire with Casual Fridays
- Flexibility – work from home when applicable
- And many more!

RESPONSIBILITIES

- As a Managed Services Engineer, you receive and respond to IT system generated alerts and tickets, provide technical problem identification and troubleshooting as well as escalate problems as appropriate per contract agreement.
- Track metrics around infrastructure performance and service requests. Prepare and present service reports to clients.
- Ensure client-specific operational practices are implemented and adhered to including those clients with compliance requirements.
- Determine areas for process improvements within both the internal process and client infrastructure.
- Manage client documentation, communications, meetings and required meeting follow ups.
- Provide help desk services for EDCi employees
- Must have the ability to operate with minimal supervision and effectively communicate with both internal and external customers.
- Act as a main point of contact for customer change requests. Log tickets, ensure resources are assigned and perform follow-up and status reporting to ensure tickets are resolved in a timely manner.

PRIMARY/ESSENTIAL SKILLS AND QUALIFICATIONS:

- 1-3 years' experience in customer support
- Associates or Bachelor degree in computer related field is preferred
- A+ and/or Help Desk Analyst certifications a plus
- Experience supporting standard hardware and software applications
- Proficient in using the Microsoft Office Suite
- Experience providing technical support
- 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
- Exceptional follow-up and organizational skills
- 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
- Able to work effectively both alone and in team/cooperative development efforts