



*Enabling Excellence in Communication and Technology*

## **Managed Services Engineer**

**Location: Appleton, WI**

EDCi provides infrastructure and call center technology services and solutions to clients throughout the United States. 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.

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.

Managed Services Engineers will join our on-call rotation to assist in responding to customer needs around the clock, including monitoring client system activity and responding to outages. You will monitor the customer's environment and proactively identify and resolve issues that could impact them. You'll also react to incidents, troubleshoot problems, and act on behalf of the customer to resolve them where appropriate.

Come join a high-performance team! At EDCi, we are more than just technologists. We are a team passionate about the work we do and a family dedicated to building on our strengths and improving our challenges both individually and collectively. EDCi is an organization that takes pride in recognizing balance and the importance of family. If you're a talented professional looking to help lead a cutting-edge growing company and seek a flexible, family-oriented work environment, we want to talk to you!

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

- Remote work from home
- Paid holidays, vacation and sick time
- Bring Your Own PC Policy
- Cell phone reimbursement
- Funded training and certifications
- Health, dental & vision insurance
- 401K match

And much more!



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## **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
- Ability to meet deadlines and work independently
- Exceptional follow-up and organizational skills
- Excellent interpersonal and problem-solving skills required to serve diverse customer base and deal effectively with escalating issues
- 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