



Job Description

Location:	Stamford, CT
Job Title:	Support Engineer (Level II)
Reports to:	Support Services Supervisor Name:

Level/Grade	Type of position:	Hours :
	<input checked="" type="checkbox"/> Full-time	<input checked="" type="checkbox"/> Exempt
	<input type="checkbox"/> Part-time	<input type="checkbox"/> Nonexempt
	<input type="checkbox"/> Contractor	
	<input type="checkbox"/> Intern	

GENERAL DESCRIPTION

Axiom Technology Group is a full service IT integration firm providing end-to-end technology and support solutions to business and IT professionals. Axiom is seeking an IT professional with workstation, server and networking skills in the SMB market. As an integral part of an expanding technical support team, the Support Engineer II needs to be a dynamic customer service focused and a motivated individual who has strong ability to troubleshoot a wide-variety of IT related issues.

Under the general direction of Support Desk Supervisor, the Support Engineer will provide Level I/II support on a variety of desktops, systems, applications, networks and mobile devices. The Support Engineer will provide first call response and resolution to clients consistent with the customer's SLA's. The Support Engineer will also serve as the on-site responder to customer requests as scheduled by the Support Services Supervisor and/or the Axiom management team as appropriate. The Support Engineer will be required at times to work after core business hours as customer needs and/or business requires as well as participate in an on-call rotation schedule.

How to apply? Contact jobs@thinkaxiom.com with cover letter stating salary requirements and resume.

RESPONSIBILITIES

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General Skills

- Must be able to work independently and/or in a team environment.
- Ability to deliver valuable and professional IT services to external clients.
- Solid time management and organizational skills to effectively prioritize assigned tasks efficiently.
- Strong communication skills to ensure successful client issue resolution.
- Strong written communication skills to participate and assist in the creation of comprehensive documentation.
- Ability to interact professionally with a diverse group of colleagues.

Duties and Responsibilities

- Provide Level-I / Level-II support via phone, email and on-site (client premise) support as required.
- Handle first call resolution while building strong customer relationships
- Provide on-site technical support that may involve but not limited to; installation of hardware /systems, software for end computing, network and communications systems.
- Maintain, organize and manage daily task list of ongoing customer issues and steps towards resolution.
- Perform troubleshooting analysis of workstations and associated systems.
- Responsible for ensuring that IT network has been customized to satisfy client requirements.
- Update security programs and administer password changes to prevent unauthorized access to privileged data and information.
- Install, configure, and maintain a variety of network services (WAN / telco circuits, switches, routers, and firewalls wired and wireless), equipment and devices.
- Deploy and manage various messaging systems and client platforms (Exchange / Outlook etc).
- Manage all system back-up and restoration processes.
- Support client end computing and network infrastructure.
- Assist in documenting issues and resolutions to maintain internal knowledge base.
- Monitor system performance and implement system enhancements
- Manage user accounts, permissions, email, anti-virus and anti-spam.
- Quickly diagnose, troubleshoot and resolve a variety of technical issues at desktop, server and network level.
- Perform on-site monthly server and workstation maintenance routines.
- Provide training and orientation to existing and new employees.
- Recommend products and services aligned with client's needs.
- Approximately 50% of local (Tri-State) travel required.

METRICS/ACCOUNTABILITY

- Submit accurate weekly timekeeping for each client by COB Monday for previous week.
- Maintain individual billable profitability of 32hrs per week.

SUPERVISORY RESPONSIBILITIES

N/A

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EDUCATION AND EXPERIENCE	
<p>Minimum of 3 years of post-education IT work experience mandatory. Minimum Associates Degree in Computer Science, Information Technology or similar mandatory. ITIL certified and/or experience with call tracking /ticket management systems a plus. Help Desk Institute (HDI) affiliation a plus Experience with Managed Services, IT Integration and/or Consulting experience a plus. Help Desk experience as well as end user knowledge transfer experience is required.</p> <p><u>Systems</u> Windows (Desktops & Servers), Firewalls, Routers, Wired/Wireless, Servers, Messaging (Exchange) and Active Directory.</p>	
CERTIFICATIONS, LICENSES, REGISTRATIONS	
<p><u>Certifications (Preferred)</u> MCP, MCSE,ITIL CCNA, CCNP</p>	
ABILITIES/SKILLS REQUIRED	
<p><u>Technical Skills</u> Hands-on experience with a variety of mobility devices (Blackberry, Windows Mobile, Droid and iDevices) MS Windows Clients & Servers from Windows 2000- Windows 7 (client) Server 2000 – Server 2008 SBS 2003-2008 (server) MS Exchange (2000 – 2010) Working knowledge of TCP/IP, DNS, DHCP, FTP and HTTP Solid understanding of network environments (Wired and Wireless) Experience with Backup Exec, SQL, Scripting and Cisco gear a plus</p>	
WORK ENVIRONMENT AND CONDITIONS	
<ul style="list-style-type: none"> • Collegial atmosphere • Fast-paced environment • Entrepreneurial culture 	
REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>
DATE POSTED	
START DATE	

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Disclaimer The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.	