



## Expedient Technology Solutions, LLC

### Job Description – NOC Engineer II

#### **Position Description**

Expedient Technology Solutions is an established managed IT services company located in Miamisburg, Ohio. ETS has developed a strong reputation for providing outstanding customer service and for being a collaborative, strategic partner with its client customers.

We are looking for an experienced tier 2 **NOC Engineer** to join our growing NOC team!

#### **Responsibilities**

- Perform client backup work, including configuration, management, troubleshooting, documentation, and testing.
- Responsible for resolving technical monitoring alerts (disk space, firmware updates, hardware problems, Auvik alerts, etc.).
- Responsible for resolving technical alerts, installation, and general management related to Webroot Antivirus.
- Complete new client onboarding tasks which include installing and configuring agents, antivirus, and other tools.
- Assist with managing RMM licenses and ensure agents are removed/added as required.
- As needed, apply emergency patches for workstations and servers (may include afterhours work).
- As needed, participate with regular server/workstation patch updates for clients one weekend per month.

#### **Essential Skills**

- Effectively communicate with clients and ETS team members. Communication is key to our success.
- Be innovative and consultative when working with clients. The value of ETS comes not only from solving the client's issues but helping to avoid reoccurring issues.
- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Collaborate with team members on projects and issues as necessary. Provide and receive training as necessary.

#### **Expectations & Professional Growth**

- Work scheduled hours Monday through Friday, with occasional after-hours support and project tasks as needed.
- It is expected you will continue to grow as team member through continued education (certification plan), research and study, and interaction with other professionals and leaders.



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- In addition to working in the ETS office, occasional travel to local customer sites may be required. Reliable transportation is necessary.

#### **Desired educational & training requirements, and length of experience**

- It is desired you have a minimum of an associate degree in a related technical field.
- There are company specified certifications you must achieve to be in this position.
- Having 2-3 years of experience in a related technical role is required.
- This position requires you to complete process and technical training during your first 30 days.
  - These requirements involve shadowing team members, learning training procedures, client communication expectations, and specific technical skills/knowledge. This will be outlined in your onboarding schedule.
  - Technical skills and knowledge include but are not limited to, Windows Server OS, Group Policy, Active Directory, backup technologies, storage, foundational to advanced networking.

#### **What is in it for you?**

We offer a competitive total rewards program that includes:

- Great company atmosphere, great office space, and room to grow
- The ability to work autonomously
- A management team that cares about you and your career growth
- Competitive Health Insurance Package
- Retirement plan (401K) with company match
- Dental & Vision insurance
- Competitive PTO and flexible work schedule
- Company paid certification exams, training material, and online training tools
- Above industry average base salary
- Cell phone stipend

We have a drama-free, collaborative work environment with opportunity for personal and professional growth. We are truly committed to team member's development and success.

#### **Vision, Mission, and Core Values**

Vision Statement - To be the regions' leading IT provider through Stress Free IT

Mission Statement - Reshape the experience for clients and team members



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#### Core Values

- *Continued Growth*: ETS places a strong focus on each team member continually growing both professionally and personally.
- *Honest Communication*: ETS places a strong focus on consistent and honest communication between all team members and clients.
- *Deliver “Wow” through Service*: ETS provides “Stress Free IT” managed services which promises an experience that goes above and beyond our client’s expectation.
- *Honor your commitments*: ETS team members are expected to honor their commitments to our clients and company.
- *Respect and Serve Others*: ETS is founded on biblical based principles and places a strong focus on team members serving others and giving back to our community.
- *Balance*: ETS recognizes and supports the need for each team member to enjoy a quality life outside of work.