



Expedient Technology Solutions, LLC

Job Description – Infrastructure Support Specialist

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 **Infrastructure Support Specialist** to join our growing team and to focus on onboarding new ETS Clients!

Responsibilities

- Perform technical and informational tasks during the onboarding of a new client. New client onboarding tasks include installing and configuring agents, antivirus, support tools, gathering credentials, vendor account information, and critical business line application information.
- Respond to monitoring alerts in a timely and effective manner.
- As needed, work with senior level team members to assist with infrastructure projects.
 - Projects range from upgrading firewalls, switches, wireless networks, O365 migrations, server migration/upgrades (physical, virtual, cloud-based, and Microsoft Exchange), backup solution deployment, and cybersecurity solutions.
- Assist with client IT issues and requests over the phone or via remote connection to client systems and infrastructure through our RMM and PSA tools.
 - Typical client IT issues and requests include active directory, group policy, server, networking (wireless, firewalls, switches), and application liaison support.
- Use established processes and procedures to manage your assigned service and project tickets in the RMM system.
- Document and record time for all actions taken when working or resolving customer issues in the RMM system.
- Assist with escalations and develop technical skills through on-the-job training and mentoring.
- Participate in the after-hours on-call rotation as the Tier 1 primary / secondary on call resource.
- Perform other duties as assigned.

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.
- Balance responsibilities to ensure efficiency.
- Think about the best ways to organize your work to drive efficiency and deliver high quality and responsive support to our clients.
- Collaborate with team members on projects and issues. Provide and receive training as necessary.



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Expectations & Professional Growth

- Follow ETS policies, procedures, and service delivery expectations to ensure consistency.
- Work scheduled hours Monday through Friday, with occasional after-hours support and project tasks as needed. Flexibility will be provided as determined by manager for after-hours tasks.
- It is expected you will continue to grow as a team member through continued education (certification plan), research and study, and interaction with other professionals and leaders.
- 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 1-3 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:

- A management team that cares about you and your career growth
- Competitive Health Insurance Package
- Dental & Vision insurance
- PTO and flexible work schedule
- Retirement plan (401K) with company match
- Company paid certification exams, training material, and online training tools

Purpose Statement and Core Values

Purpose Statement - Reshape the experience for clients and team members

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.



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- *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.
- *Innovation:* ETS places a strong focus on continuously improving how we think, work, and deliver solutions by embracing creativity, new technologies, and better ways to serve our clients and team members.