# Engineer – Level 1 | Full-time

**Manager:**    Service Coordinator
**Team:**    Service Delivery Pod
**Location:**    Shreveport, LA

## What We Do
Enterprise Computing Services is a managed services technology company that strives to provide the best IT experience in the Region. We work with hundreds of businesses around Louisiana, Texas and Arkansas helping them to grow and providing solutions to their IT challenges. Our clients see us as an extension of their business, so we focus on building unique relationships with each of them, providing vision and strategy for their technology needs and responding quickly when a technical issue is hindering their work.

## Our Team
ECS is made up of smart, experienced, hard-working people. We look for team members who are focused on meeting the needs of our clients and are willing to go above and beyond to do so. Our core values represent who we are and who we are constantly striving to be. ECS provides comprehensive employment benefits, including health insurance, PTO, and 401K match.

## Position Summary
The Level 1 Engineer works as a member of a Service Delivery Pod to provide support services to clients.   The position is highly client-facing via phone, email, and remote assistance tools, and as such requires outstanding communication and client service skills.   The Engineer resolves workstation, server and network problem tickets, performs assigned project duties, and escalates to Service Coordinators as needed.

Service Delivery Pod members interact with many networks and clients daily, requiring agility, multitasking, and the ability to properly prioritize tasks.

## Essential Duties & Responsibilities

### Client Service
- Provide responsive client service.  Answer internal and external client/vendor calls quickly and pleasantly.  Communicate in a friendly, professional and patient manner
- Perform all duties with the goal of building and maintaining long-term client/vendor relationships
- Maintain exceptional client service, understanding client satisfaction and perception

### IT Service and Support Functions
- IT support services for clients' infrastructure, including clients' core business applications
- Acquire specific knowledge of the client and how IT relates to their business
- Develop in-depth knowledge of ECS's service offerings and how they relate to clients' needs
- Participate in projects by performing assigned duties
- Perform other related technical duties as assigned

## Documentation, Reporting and SLA's

- Identify clients' needs and report to vCIO or Account Manager
- Update documentation for client configurations or processes
- Communicate managed services installation and maintenance with the Network Operations Center (NOC)
- Communicate with the client regularly to keep informed of technical support progress and notify of impending changes or expected outages
- Utilize active listening and client-care skills in identifying potential concerns
- Report client concerns or complaints to Service Coordinator
- Answer internal and external communications timely and professionally
- Contact client within 3 business days for tickets in Follow Up status unless issue requires further delay as notated on the ticket
- Close tickets within 7 business days unless issue requires further delay as notated on the ticket

## Professional Development

- Routinely take self-paced training in technologies relevant to the team
- Obtain industry certifications on a consistent basis

## Administrative

- Enter all notes and time worked on the appropriate service ticket
- Enter time worked on each ticket daily
- Submit time sheets on a weekly basis, due by Saturdays at 12P

## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The technical skills listed below are representative of the knowledge, skill, and/or ability required.

## Core Competencies

- Ability to communicate and work effectively with end users over the phone and on-site
- Excellent verbal and written communication skills with ability to translate or quickly learn to translate technical terms to business language for non-technical clients
- Exemplify professionalism and business etiquette in all communication, including in-person, email, and phone interactions with client end users and colleagues
- Critical thinking and problem-solving skills
- Organized and detail-oriented
- Strong team player

## Technical Skills

- Windows workstation repair, maintenance, malware removal, and deployment
- Configuring network settings on workstations
- RDP client support
- Office 365 account and client support
- Server backup monitoring and maintenance
- Wireless connectivity for mobile devices and workstations
- Mobile devices – smartphones, tablets and laptops
- Exchange mailbox administration
- Active Directory account creation and management
- Network drive and printer mappings
- Diagnose network connectivity issues for workstations

## Education and/or Experience

- College or Technical degree preferred
- CompTIA certifications preferred
- Microsoft Technology Associate (MTA) preferred

## Language Skills

- Ability to communicate professionally, in English, both written and orally
- Ability to write business correspondence and process procedures
- Ability to effectively present information and respond to questions from groups of managers, clients, and the general public

## Certificates, Licenses, Registrations

- Valid Driver's License

## Physical Demands

- Regularly required to use hands to operate computer keyboard and telephone
- Frequently is required to walk and sit
- Moderately required to stand
- Occasionally needs to lift and/or move up to 50 pounds
- Specific vision abilities required by this job include close vision, and ability to adjust focus

## Commitment Limitations

- May not make a non-budgeted expenditure or commitment of the Company in excess of $500.00 without approval from Service Coordinator
- May not enter into any contractual arrangements with a client

## Business Behavior / Anti-Trust

- Do not discuss proprietary information (Company's or client's) or business in general outside of work requirement
- Do not discuss company prices or terms of sale unless with client in act of performing job
- May not divulge any confidential personnel/corporate policy including discussion of performance reviews or salary
- Will not engage in unprofessional conduct

*I understand that this job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. I understand that my responsibilities, tasks, and duties might differ from those outlined and that other duties, as assigned, might be part of the job.*

_____     _____
Employee Signature                                               Date

**Enterprise Computing Services, LLC ("ECS") is an Equal Opportunity Employer.**