

Business System Solutions, Inc.

# IT Engineer (L2) Job Description

Employee Job Descriptions



## IT Engineer (L2)

**Department:** Service and Support

**Reports to:** Service Manager

**General Summary:**

L2 IT Engineers are proficient in all the most common and popular business technologies as well as some of the more mature ones. In addition to strong technical aptitudes, backed by at least 3 years of hard core in the trenches experience, this person is a powerful communicator and a person who can manage well when the client is in a pickle and really needs assistance. The pace and demands in this environment are usually much greater than an "in-house" position. This person should be prompt and/or know the importance of communicating ETA's to clients. This person should be skillful at common desktop and networking support. This person should then be able to execute with a high degree of success in integrating and/or solving problems in environments rich in Microsoft Windows, Google Workspace, MacOS, VPNs, firewalls, backups, Linux and more. The more truly capable the engineer is in all these areas, the higher the utility value.

**Position Responsibilities:**

- Server Operating Systems
  - Installation, configuration and troubleshooting
  - Configure file, print and remote access services
  - Basic administration, including add/remove users and groups, configure file permissions, check event logs, configure and restore from backup
- Enterprise
  - Required: M365, Google Workspace
  - Installation, configuration and troubleshooting of clients, including remote clients
  - Administration of enterprise applications, including add/remove users and group, configure folder permissions if applicable, forward mail to other accounts, etc.
- Workstation
  - Required: Windows, Chrome, MacOS
  - Troubleshooting and configuration
  - Configuration of standard clients including Outlook
  - Installation, configuration, troubleshooting and customization of MS Office Suite applications per customer's preferences
  - Solid understanding of and ability to install, configure and test workstation hardware including video cards, NICs, sound cards, hard drives, and PDAs
- Other Preferred Technical Knowledge
  - **Some** understanding of relationship between switches, hubs, patch panels and connecting nodes to a network
  - **Some** understanding of DNS services
  - **Some** understanding of and ability to configure TCP/IP subnetting and troubleshooting Internet connectivity
  - **Some** experience with and understanding of routers and firewalls
  - **Some** experience and understanding of Terminal Services & Citrix
  - **Some** understanding of High Availability / Load Balancing solutions

- Other Considerations
  - DAILY time entry accounting for at least 8 hours in the form of Resolution Notes in Service Tickets
  - Monthly billing should be at least 75% or more of a typical month of about 170 hours available
  - Regular and timely completion of Minimum Documentation Standards for each client
  - On-going self-training to preserve professional viability is a must
  - The ability to regularly score 10's on the Quality Assurance survey
  - Execution and conclusion of projects on-time and/or successful management of client expectations when targets cannot be met
  - Good communication with Account Managers and Team Leaders with regards to events and changes transpiring at client sites
  - Ability to communicate with client at all levels from IT personnel to CxO's and to understand business issues in context of IT issues
  - Takes ownership of tasks and follows through to ensure complete resolution
  - Takes a personal interest in, and responsibility for, quality of work they perform or are associated with
  - Ability to pay close attention to detail while performing technically detailed tasks
  - Ability to deal effectively with stressful situations
  - Ability and willingness to recognize when it is necessary to ask for technical expertise from others without unnecessarily burdening other team members
  - Ability to provide accurate time estimates for how long a task will take
  - Understands that the success of individuals is measured by the success of their teams
  - Ability to quickly learn new technologies through the use of self-study materials and intuition
  - Enjoys helping people to the extent that no problem is considered mundane, no matter how simple the solution (i.e. -- Susie can't print)
  - Enjoys sharing information, supporting others, and working on a team to achieve team goals

**Knowledge, Skills, and Abilities:**

- Experience - Active Directory Support, Microsoft Windows and Windows Server Support, Microsoft Exchange Support
- Experience - Data Backup and Recovery Support, Corporate Antivirus Support, VPN Connectivity Support
- Experience - Switching/VLAN/Routing/Firewalling Support
- Working Knowledge of Non Cisco Firewall Technologies - SonicWALL, Sophos, FortiGate, etc. - **a plus**
- Working Knowledge of Microsoft SQL Server - **a plus**
- Working Knowledge of Wireless Technologies - **a plus**
- Experience - Server Hardware Technologies (CPU/RAID/SCSI) Support - **a plus**
- Have certifications - **a plus**

**BSS' Expectations of Employees:** (*everyday behavior*)

**#1 Individual - Be a person of good character**

Adhere to all of BSS' Core Values (P.R.A.C.T.I.C.E.)

Honest at all times and do what you say and say what you do

Show integrity – do the right thing even when no one is looking or knows



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Willing, and takes initiative, to learn new things that involve your job

**#2 Leadership - On board with BSS Goals**

Willing to adhere to BSS vision and goals  
Works with leadership team and presents a united set of goals to staff  
Be respectful and show appreciation to all staff

**#3 Customer Service - Continue BSS service focus**

Provide “Wow” service for our clients  
Communicate clearly and respond quickly to clients and staff

**#4 Teammate - Get along with co-workers**

Take the time to thoroughly identify, evaluate and suggest improvements to the details of all projects, including the activities, technology and processes of BSS  
Communicate appropriately to supervisor, leadership team, and all service and project teammates

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**Credentials and Experience:**

Bachelors or Associates degree in computer-related field, with courses in computer science OR  
3 to 8 years related experience OR Equivalent combination of education and experience.

**Key Competencies**

- Attention to detail and accuracy
- Planning and organizing
- Communication skills
- Problem analysis and problem-solving skills
- Initiative
- Teamwork
- Confidentiality

**Pay:** Base (+ bonus based on KPIs and P&L – **developing plan**)

**Success Metrics/KPIs:**

- Strong positive client feedback
- Strong participation in Team mentality
- Actively engages with engineers/techs
- Primary contact on some accounts and drives new business to company
- Able to drive business across Professional and Managed Services
- Aware of recruiting opportunities with other high quality engineers

**If you are the person missing from our team photo, we can't wait to meet you! Please introduce yourself by sending us an email with your resume attached to [careers@bssconsulting.com](mailto:careers@bssconsulting.com)**