

## Support Services (Help Desk) Engineer

This role is located in the Greater Indianapolis, IN area.

Want to continue to grow and enhance your career within an innovative IT Solution Business? Do you enjoy solving problems while working directly with Customers? Do you thrive in a flexible environment where you can feel challenged and grow at your own pace?

*Then, Innovative Integration, Inc. has a place for you!*

### Who We Are:

Since opening our doors in 2005, Innovative Integration, Inc. has been focused on helping business leaders grow and improve their organizations. We are experts in optimizing IT systems with innovative solutions, specifically around cloud, managed services, application delivery and virtualization, along with cloud delivery, networking, data protection and other consulting and support services. We strive for Customer Excellence by providing a caring environment where team members can count on each other to meet the needs of the clients, while also growing and mentoring a team. *Why not come fulfill your career dreams today with Innovative Integration?*

### What We Offer:

- Exciting, innovative, collaborative, and flexible remote/office work environment
- Challenging and progressive career development
- Competitive salaries and multiple bonus programs!
- Comprehensive Health & Wellness programs
- Disability Insurance
- Life Insurance
- Retirement Program with Employer Contributions of up to 4%
- Best practice Paid Time Off policies and paid holidays
- Open communication, recognition programs, and team-building events
- And much more to motivated, results-oriented individuals who want to make a real difference in their community and role

### What You'll Do:

As the Support Services Engineer, you will plan, prioritize, troubleshoot, problem-solve, and provide timely solutions to a variety of obstacles and customers, both internally and externally, in a calm and compassionate way.

### Your Accountabilities in the Role:

1. Reviews service tickets to plan, prioritize, troubleshoot, problem-solve and provide timely solutions for various customers, meeting or exceeding due dates and customer service levels.
2. Documents customer issues and work completed to keep accurate account records for future follow-up or issue resolution.
3. Manages the customer IT environments, remotely or onsite, ensuring proper systems operation on a daily basis.
4. Assists in the Client system assessment process, remotely or onsite, which may involve interviewing, configuration, and deployment of the assessment and other management tools to meet client and business goals.
5. Assists with internal IT projects to help support the team.
6. Monitors device and network agent alerts to respond and resolve open issues quickly.
7. Writes, reviews, and manages technical and operational documentation to provide a library of technical references and best practice processes for the internal team.
8. Provides suggestions and input towards continuous customer service enhancements to continually enhance the department and team.

## Position Requirements:

- A. Education:** Bachelor of Science Degree in an IT related field preferred but not required; can be a combination of education, coursework, and experience in IT.
- B. Experience:** 2+ years of IT Consultative or Help Desk experience in the areas of IT troubleshooting, root cause analysis, Cloud administration, Network/Systems Administration, and Cyber security preferred.
- C. Certifications:** Technology certifications preferred but not required. Vendor experience with Citrix, Microsoft EndPoint/Azure AD, VMware, HPE/Aruba Networking, Nimble, Fortinet, Barracuda, Cisco, and/or Unitrends preferred.
- D. Functional Skills:** Strong ability to research, plan, prioritize, organize, and execute timely on support tickets or services with various clients; high attention to detail to move from ticket to ticket and meet deadlines; able to follow best practices to ensure high-quality and thorough work; strong ability to analyze, audit, conceptualize, problem-solve, and create solutions quickly on the job; excellent with time management and creating results. Able to document work as it is happening for up-to-date account records; takes ownership in work to ensure highly secure systems for the clients.
- E. Technology Skills:** Experience with Fortinet and HPE Aruba would be a plus. Advanced knowledge of cloud systems and application, monitoring systems and tools, virtualization, storage, security backups, and application configuration, deployment and implementation. Experience in supporting physical servers, basic networking and switching technologies, user devices, and printers. Strong knowledge of Windows Desktop, Server Active Directory/Azure AD, and Group Policy, as well as BitLocker, OneDrive, MFA, Office 365 and Azure administration, PowerShell scripting, Skype for Business/Teams, and Exchange Administration and design experience preferred. Able to learn new technologies quickly.
- F. Communication Skills:** Advanced verbal and written communication skills; able to educate and train others both inside and outside the organization.
- G. Leadership/ Behaviors:** Strong customer-focus required; able to provide solutions to stressful situations in a calm manner; collaborative and supportive of a team; can work independently as well as with others to meet the goals; able to balance asking questions and problem-solving independently for customer excellence; strength in conflict management; takes pride in their work; open to new ideas and feedback to grow in skillsets.
- H. Culture Match Behaviors:** Individual who can manage to billable hours and who truly cares and builds honest relationships with team and customers in order to be successful as a group.

## Other Important Information:

**Pay/Salary:** Salary is commensurate with proven expertise. There are also additional bonuses provided to recognize achievement and for after hours support, as well as Lead Generation bonuses!

***And, the compensation will grow as the team member grows!***

**Reports To:** Director, Service & Compliance

**Core Hours:** Monday through Friday; 8 am to 5 pm (Some after-hours work to meet customer needs); 40 - 45 hours a week on average

**Direct Reports:** None

**Residency:** Indiana residency required. Relocation funding not available.

**Travel:** Approximately 20 -25% in the local area to client sites. Valid U.S. Driver's License required.

**COVID Protocol:** COVID Vaccine Not Required

Learn more about Our Family and Apply with Us Today @: <https://hrcollaborationgroup.isolvedhire.com/jobs/533302-74796.html>

**Have other questions? Contact Us!**

**Email:** [Chad@myhrcgroup.com](mailto:Chad@myhrcgroup.com) or Contact: 574-286-2037

Visit our website at: [Innovative Integration | IT Solutions at Work | Indianapolis \(innovativeii.com\)](https://www.innovativeii.com)

**We are an Equal Opportunity Employer**