

## **Support Desk Engineer/Team Lead**

### **JOB DESCRIPTION**

CNP Technologies is currently looking to hire a full-time, hybrid **Network Systems Support Desk Engineer/Team Lead**. Candidate will help build, manage, and protect customers' mission critical voice, data, and cloud-based infrastructures. The successful candidate will embrace the following CNP Core values: to create positive outcomes for CNP and its customers, be fully accountable to their peers at CNP and those customers that depend on them, be worthy of both the CNP team's and customer's trust, demonstrate professionalism internally and with customers, and work hard but have fun in all aspects of their daily activities.

### **Essential Job Functions**

- Manage Internal Systems – Manage all of CNP's internal systems to support business requirements.
- Coordinate Support Desk Schedules – Ensure adequate coverage is maintained on the help desk to meet customer needs
- Support Desk Engineer - Listens and assists clients with basic troubleshooting to business challenges; configure, install, troubleshoot, and support firewalls, servers, virtualization, and storage technologies; troubleshoot network problems, perform upgrades; install computer software and network equipment; set up computers for new users
- Coordinate Support with Field Engineers – Coordinate support calls and resolution of customer issues with field engineers
- Professional Services – Perform professional services associated with the implementation and support of CNP focus products

### **Required Skills**

- Microsoft Software Suites including Windows Server, Windows Desktop Operating Systems, Microsoft 365
- Virtual Technologies: VMware and Microsoft Hyper-V
- Network Security and Firewall Technologies
- Hands-on network troubleshooting experience
- Desire to build, design, implement and support network solutions
- Understanding of Network Storage Systems – SAN, NAS
- Backup and Recovery Solutions and Technologies
- Mobile Devices Management Technologies

### **Hardware:**

**Must Have Experience with:** Enterprise Class Firewall, Switching and Wireless solutions, Enterprise Class Server platforms, Laptops/Desktops, Mobile Devices, Network Peripherals

**Nice to Have Experience with:** Fortinet, Cisco/Meraki, HP/Aruba, NetApp Storage Systems, Cisco Catalyst and Nexus Switching Technologies, SD-WAN Technology Solutions

Software:

**Must Have Experience with:** Windows Server OS, Active Directory, Windows Desktop OS, Office 365, VMware ESXi, vCenter, RMM and Monitoring Software Technologies, Spam Filtering Solutions

**Nice to Have Experience with:** Sentinel One or Sophos AV, VEEAM, MDM/Intune/Meraki SM

Certifications: (Nice to have one or multiple of the following): CCNA, Microsoft MCP/MCSE, Fortinet NSE, Meraki MCP, VEEAM, CompTIA, CISSP

### **About Us:**

CNP helps our clients Build, Manage, Protect, and Support their mission critical IT and Unified Communications infrastructure. These critical systems are key to our clients' business execution, the customer outcomes they create, and defining their competitive success in the marketplace.

Our core focus is leveraging technology to create positive outcomes for our customers, drive value for our shareholders, and to provide growth opportunities for our associates.

We are distinguished by 25 successful years in business, a tenured staff of associates that understand our clients' businesses, and a deep portfolio of solutions and partnership across the technology spectrum.

CNP Technologies is an Equal Opportunity Employer, M/F/D/V"