



Computing Technology Solutions, LLC  
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## Job Description

Job Title: Infrastructure Support Engineer

Reports To: Service Delivery Manager

Exempt Status: Exempt

## Purpose of the Position

A main goal for every CTS team member is to provide exceptional service to our clients. An Infrastructure Support Engineer (ISE) ensures that our clients have an outstanding experience when IT support needs arise. Being the first point of contact for support needs, our ISE's significantly impact the experience for each client. ISE's must work with other CTS team members and external partners to guarantee that client SLA's are met, client projects are successfully completed while meeting deadlines, and we are exceeding the expectations of our clients. ISE's mainly provide level 1 and 2 services to CTS clients and when needed/applicable, assist with level 3 services.

## Responsibilities and Tasks

### Customer Service

- Provide exceptional service to our clients
- Serve as the first point of contact for clients through our helpdesk, be that via phone, email, or ticket
- Provide our clients with basic remote troubleshooting
- Onboard and create documentation for new clients

### Use of Ticketing System

- Use our Professional Services Automation (PSA) software, Autotask, to work on and resolve helpdesk tickets and service requests
- Manage and record all work through our ticketing system
- Review tickets that are awaiting customer feedback or are on hold daily to ensure tickets do not become "stale" throughout the process
- Close tickets (in a timely fashion) and enter billable time real-time – all hours must be entered daily, meeting minimum daily billable hours

### Use of Our Monitoring and Management Tool

- Create and update the CTS documentation system, which is currently SI Portal
- Review RMM dashboard and apply remediation actions as indicated by our processes
- Review regularly scheduled/automated actions as indicated by our processes

### Project Work

- Successfully lead projects both onsite and remotely

### Communication, Reporting, and Risk

- Escalate client IT support issues in a timely fashion to ensure CTS is meeting client SLA's

- Communicate to the client the status of their ticket or project on a regular basis (as outlined in our Client Experience and Staff Expectations Policy), notify them of any changes or possible interruptions to workflow related to their issue
- Submit monthly expense reports according to timeline
- Identify, communicate, and mitigate potential risks to our Service Delivery Manager and clients
- Manage client meetings and onsite visits within the CTS group calendar

### Teamwork

- Act as a resource for team members
- Monitor, read, and respond to messages within the group chats and email
- Identify opportunities for improvement and make constructive suggestions for change
- Contribute to the process of innovative change effectively
- Identify sales opportunities with current clients and share them with CTS management
- Undertake other duties as required by the Service Delivery Manager, Assistant General Manager, or President

## Abilities, Skills, and Values

### Must Have

- A desire to deliver an amazing client experience
- A love of and ability to solve problems and challenges
- Great communication skills (both written and verbal), founded in being a good listener
- Ability to independently manage time, prioritize work, and facilitate and keep track of all work and projects
- Experience and knowledge of working with Microsoft 365 Platform
- An understanding of support tools, techniques, and how technology is used to provide services
- Strong understanding of operating systems, business applications, printing systems, and network systems
- Knowledge of IT applications, software, and hardware
- IT literate – advanced user level
- The ability to keep up with and adapt to the fast-paced IT world
- Capable of typing quickly and accurately while talking on the phone
- Available to work normal business hours of 8am-5pm CST and be accessible for client emergencies and projects as needed outside of normal business hours
- Ability to work remotely from home (approximately 75% of the time) and travel to clients (approximately 25% of the time)
- Valid Driver's License

### Nice to Have

- Experience using a ticketing system/RMM tool and PSA software
- Experience providing support via remote tools
- Experience handling technical service tickets
- Professional and Client IT Certifications
- Experience working on a helpdesk or for a Managed Service Provider/IT Support Business

## Physical Requirements

- Prolonged periods of sitting at a desk and working on a computer
- When on site at clients, must be able to stand, bend, kneel, etc. to meet service needs
- Must be able to lift up to 50 pounds

*Computing Technology Solutions is an equal opportunity employer.*