

Beacon Solutions

Status: Full-Time
Relevant Work Experience: 5+ years
Reports To: VP Operations

Location: Louisville, KY
Job Category: Computer/IT Services
Career Level: Experienced

COMPANY OVERVIEW:

We are a publicly traded company and leading provider of technology and telecommunications services.

POSITION DESCRIPTION AND RESPONSIBILITIES:

The qualified individual will serve as both a team member and individual contributor to deliver technical **SYSTEMS ENGINEERING** for voice, data, video, and network solutions on customer-facing projects and service requests.

Essential functions will include but are not limited to:

- Reading, following, and delivering all objectives in the contract Statement of Work (SOW), Proposal, Service Order, and Managed Service agreements. This includes accurately assessing customer needs and requirements.
- Executing all applicable company Standard Operating Procedures (SOPs) and delivering solutions meeting company Standards.
- Providing technical and project management support for internal company IT projects and service requests. Executing SOPs where applicable and developing IT-specific SOPs when absent. This includes developing, maintaining, and ensuring compliance with company IT Standards for hardware, software, and applications.
- Developing new technology solutions via products and services that solve business problems for external and internal customers. This includes keeping informed of the latest industry developments and demonstrating capabilities for external and internal customers.

TECHNICAL SKILL REQUIREMENTS:

1. Networking
 - a. TCP/IP, MPLS, VoIP, QoS
 - b. Routing and Switching
 - c. LAN / WAN Network Topology
 - d. Network Security (firewalls, VPN's)
 - e. Network management and monitoring tools
2. Microsoft systems
 - a. Windows Operating Systems (XP, Vista, 7)
 - b. Windows Server (2003, 2008, Small Business)
 - c. Active Directory and domain administration
 - d. Exchange Server
3. Server virtualization – Hyper-V and VMware

EXPERIENCE/EDUCATION REQUIREMENTS:

- High school diploma (required)
- Two or four year technical degree (preferred)
- Microsoft MCSE or related (or equivalent experience)
- Cisco CCNA or related (or equivalent experience)

SOFT SKILLS REQUIRED:

- Achievement Orientation, self-starter
- Customer Service Orientation
- Analytical Thinking
- Ability to multi-task duties on different projects and phases, and prioritize daily workload

Please submit resumes to:

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