



System Support Engineer (I & II)

The System Support Engineer (I & II) is a strategic problem solver responsible for providing technical assistance on all bva Clients via phone, email and/or remote access to devices to answer client technical inquiries and needs. System Support Engineer travels to client sites as needed to provide maintenance and technical support. Here at bva, we classify our Ninja's with a simple belt system to represent the technical level, experience, critical thinking, and problem solving skills. There are currently 3 ranks/colors here at bva and the System Support Engineer I is a black belt. The color for the System Support Engineer II is a Red belt. A belt will be determined for you upon the date of your employment.

Salary Range:

\$50,000-\$70,000/year DOE

Reports to: Manager, IT Operations

Responsibilities:

- Take ownership of customer issues reported and see problems through to resolution
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues
- Resolve issues with client accounts in a timely and professional manner
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Utilize and manage CRM/ticketing system
- Ensure proper recording and closure of all issues
- Keep client documentation up to date
- Maintain secure computing environment and infrastructure solutions for all clients
- Service client contracts as scheduled
- Interact with clients and employees in a courteous, business-like manner
- Facilitate the transfer of information between peers to create a team-oriented environment
- Participate in an on-call rotation every 8 to 12 weeks

Requirements:

- Strong problem solving skills
- Excellent client-facing skills and written/verbal communication
- General knowledge of information technology industry
- Hands-on Experience with Active Directory, Microsoft Exchange and general infrastructure management
- Experience with backup systems and network security





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- Hands-on experience with desktop support and basic email and server administration (Microsoft Exchange 2007 forward)
- Exposure of cloud based services including but not limited to: Office365
- Professionalism and cooperation in dealing with other staff, partners, and clients
- Requires physical agility and strength to bend, reach, lift and carry up to 50 lbs. and extensive use of computer equipment

Qualifications:

- High School Graduate or GED required; technical training or college degree preferred
- Minimum three (3) years in a technology support role
- Strong technical knowledge
- Excellent customer service and communication skills
- Valid driver's license and proof of car insurance

Preferred Qualifications:

- MCSA: Windows Server 2012
- VMware VCP
- ACSP: Apple Certified Support Professional
- CompTIA: Server+
- CompTIA: Network+

bva Employee Benefits:

- Paid Time Off (PTO)
 - ✓ Accrued PTO (personal, vacation, sick)
 - ✓ 10.5 Paid holidays
- Medical & Dental
- Basic Life
- AD&D
- Simple IRA with company match
- Basic LifeLock (identity theft protection)
- Employee Development/Training Opportunities
- Equipment stipend for laptop (monthly)
- Mobile phone
- Mileage reimbursement
- Extracurricular activities such as lunches, team building/holiday events, massages, and various contests





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About bva:

bva is an established and respected Managed Service Provider (MSP) in the Metropolitan Phoenix, Arizona area that has been in business for over 23 years. We are looking for the best and the brightest Ninjas. If you consider yourself top in your field and have a strong desire to grow and advance your IT skillset (and samurai sword collection), we are the culture fit you are looking for! Appear out of the shadows to meet with us and showcase your impressive throwing star collection. Come grow with us here at bva in a fun, fast-paced environment.

