

Ancero helps businesses stay connected as their full-service, communications partner. Our award-winning Managed IT & Managed Communications provide small-to-medium-sized businesses technology solutions to drive growth, agility and productivity. Founded in 1999, Ancero translates decades of industry experience into innovative solutions that ensure operational excellence for businesses throughout the Northeast. Ancero takes pride in providing superior quality of service while exceeding customer expectations.

Position Title: Technical Support Engineer

Position Summary:

A highly motivated, self-disciplined Technical Support Engineer. The ideal candidate will have 3+ years of experience in a Help Desk and/or Field Service role supporting both internal and external users. As part of the Ancero engineering team, the Technical Support Engineer will support client, server, network and VoIP related issues, including acting as a liaison between 3rd-party vendor support teams and the client. The ideal candidate will also have a working knowledge of Microsoft Server, Microsoft Exchange, Active Directory, VMware, Citrix and preferably one or more of the following industry certifications: MCP, MCSA, CSSA, CCNA, A+, and Network+. Availability to work flexible shifts and travel locally is required.

Responsibilities Working with and Supporting:

- Microsoft Windows (Client & Server OS).
- Microsoft Office.
- Microsoft Active Directory.
- Microsoft Exchange.
- Microsoft Office 365.
- VoIP platforms and phones (Astra, Polycom, Cisco).
- Citrix Solutions.
- VMware Solutions.
- Switching, Routing, Firewall and Wireless Solutions.
- IP numbering schemes and sub-netting.
- Day to day troubleshooting of LAN and WAN configurations.
- Perform software / firmware upgrades for network and telephony equipment.
- Develop technical diagrams and maintain documentation.

Position Qualifications:

- Minimum 3-5 years of hands-on experience working with data and voice networking technologies.
- Working knowledge of IP routing, switching, firewall and wireless technologies.
- Good time management skills with an ability to multi-task in a fast moving environment.
- A self-starter who is able to work independently and within a team, good teamwork skills.

- Regional travel required around regular and extended business hours.
- A flexible working schedule is required for this position.
- Participation in an on-call, off-hour support rotation.
- Stay informed about new services, technologies and other industry information.
- Obtain and maintain vendor certifications and continue to grow technical skill set.
- Excellent customer service and follow up skills.
- Strong written and verbal communication skills.
- Ability to prioritize and stay organized in a fast paced environment.
- Ability to maintain a professional demeanor.
- At all times punctual and dependable.
- Experience working with help-desk ticketing systems

Consider joining a growing organization with a solid reputation as a leader in the managed services and unified communications industry. Ancero offers a rich benefits package, competitive wages, and opportunity for career growth all within a fun, energetic and fast paced environment. Our state of the art network operations facility offers all the latest technology needs for your productivity. Qualified applicants should submit your resume to hr@ancero.com.