

Senior Level Support Engineer

ABOUT LANGTECH

Headquartered in the heart of San Francisco, our 25 years of systems experience and e-business expertise combined with an intense focus on customer service put us ahead of the crowd as a fully integrated solutions partner in managed services, cloud computing, virtualization, custom software, complex projects, and local, on-site support. Join the Langtech team and share your experience and creativity to help our clients leverage the latest in cloud and mobile technologies.

ABOUT THE ROLE

This position will primarily provide user support in San Francisco and the surrounding areas, acting as the virtual CTO and primary consultant for your accounts.

WHAT YOU'LL DO

- Provide user support to a wide variety of clients, both remotely and on-site
- Build and maintain relationships with clients
- Identify problem areas and work with our team to provide the best solution possible for the client
- Communicate and fully explain resolutions to clients across all technical skill levels
- Juggle multiple clients and projects
- Stay informed with the latest changes in technology
- Offer input and constructive criticism to fellow colleagues
- Find creative and out-of-the-box solutions to problems with colleagues
- Maintain proper network documentation for clients

REQUIRED QUALIFICATIONS:

- Senior level troubleshooting skills both remote and in person
- Strong knowledge of and troubleshooting experience for all Microsoft products
- Networking (VPN configurations, firewall command line, NAT, vLANs)
- Initiative taker
- 4+ years client facing experience
- Desire for ongoing hardware/software training and certifications

PREFERRED SKILLS:

- Computer networking experience with Mac OSX
- Migration of on-premise services to the cloud
- Azure and Amazon Web Services deployment and management experience
- Senior level experience with Cisco products