

The background of the page is a blurred image of a person's hands typing on a laptop keyboard. Overlaid on this image are various white icons representing technology and business concepts, such as a document, a folder, a padlock, a location pin, a group of people, and a lightbulb. A large, semi-transparent yellow shape is on the left side of the page, and a grey shape is at the bottom right.

MANAGED SERVICES LEVEL 2 ENGINEER

Job Description

2385 Troop Drive, Suite 204 | Sartell, MN 56377 | 320-230-2020 | techcheckusa.com

TRUSTED IT SOLUTIONS AND SUPPORT

Tech Check is seeking a dedicated and experienced **Managed Services Level 2 Engineer** to join our IT Managed Services team. The successful candidate will provide advanced technical support to our customer end users, ensuring the smooth operation of their IT systems. This role requires strong problem-solving skills, excellent communication abilities, and a deep understanding of IT systems and software. The Managed Services Level 2 Engineer will be expected to work closely with the Tech Check team offering high-level support services. Work involves providing preventive maintenance, trouble shooting and support of customer systems including but not limited to: voice networks, local and wide area network systems, software systems and applications for both macOS, Windows, and other appropriate technologies. Work involves application of policies and procedures to assure the delivery of appropriate and timely support services to end users of IT equipment and systems.

RESPONSIBILITIES

- Provide second-tier support for technical issues escalated from Level 1 help desk technicians, ensuring timely and effective resolution.
- Troubleshoot and resolve complex hardware, software, and network issues for end-users.
- Assist in the installation, configuration, and maintenance of computer systems, software, and peripherals.
- Document all support activities, solutions, and client interactions in the ticketing system.
- Collaborate with other IT team members to identify and implement solutions to recurring technical issues.
- Provide guidance and training to Level 1 technicians.
- Troubleshooting skills and knowledge. Participate in the development and updating of help desk documentation and knowledge base articles.
- Assist in the deployment of new technologies and systems to enhance user productivity.
- Monitor and respond to help desk tickets in a timely manner, ensuring high levels of customer satisfaction.
- Stay informed about the latest industry trends and technologies to provide innovative support solutions.

QUALIFICATIONS

- Associate or bachelor's degree in Information Technology, Computer Science, or a related field, or equivalent work experience.
- Minimum of 2-3 years of experience in a help desk or technical support role.
- Strong knowledge of Windows and macOS operating systems, Microsoft Office Suite, and common desktop applications.
- Experience with network troubleshooting and basic network configurations. Familiarity with remote support tools and ticketing systems.
- Excellent problem-solving skills and attention to detail.
- Strong communication and interpersonal skills, with the ability to explain technical concepts to non-technical users.
- Ability to work independently and manage multiple tasks in a fast-paced environment.
- Relevant certifications such as CompTIA A+, CompTIA Network+, or Microsoft Certified: Modern Desktop
- Administrator Associate are preferred.

PHYSICAL AND MENTAL REQUIREMENTS

This job typically requires sitting, standing, walking, feeling, manual dexterity, grasping, talking, hearing, typing, and seeing. There is prolonged exposure to computer keyboards and video screens. This position is generally light-duty and may require the exertion up to 50 pounds of force. The physical demands described here are representative to those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.

WORKING CONDITIONS

Work is performed in an office or other in-door environment. The work environment characteristics described here are representative to those an employee encounters while performing essential functions of this job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.

COMPETENCIES

- Develop, maintain a thorough working knowledge of, and compliance with all Tech Check policies and procedures.
- Demonstration by personal example of the spirit of service, excellence, and integrity expected.
- Develop respectful and cooperative working relationships with co-workers, including willing assistance to newer staff so job responsibilities can be performed with confidence as quickly as possible.
- Confer regularly with and keep immediate supervisor informed of all important matters which pertain to the applicable job functions and responsibilities.
- Represent Tech Check in a professional manner to the public, and customers.



SALARY

We offer a competitive salary, comprehensive benefits package, and opportunities for professional growth. If you are passionate about building and maintaining robust systems infrastructure and enjoy working in a collaborative environment, we would love to hear from you.

HOW TO APPLY

Submit your resume and cover letter detailing your relevant experience and qualifications to Brian Norman at briann@techcheckusa.com. **Please include "Managed Services Level 2 Engineer" in the subject line.**

Tech Check, LLC is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

OTHER

Job Type: Full-time

Benefits: Dental insurance
Health insurance
Paid time off
401k with company match
Competitive salary and performance-based incentives
Opportunities for professional development and certification reimbursement

Schedule: 8-hour shift. General hours are Monday through Friday 8:00 am to 4:30 pm. Although rare, some night and weekend work may be required.

Ability to Relocate: Sartell, MN 56377 – Relocate before starting work (Preferred)

Work Location: Hybrid remote in Sartell, MN 56377

This position requires a hybrid of in office, remote, and travel around the state of Minnesota