RedEye, Inc. is seeking a solid support field engineer for our broad client base. The candidate will be focusing on our Central Jersey and NYC clients. Duties will include onsite, remote, and phone support. Skills needed beyond the obvious technical requirements are humility, a willingness to learn, excellent people skills and the ability to work as part of a close-knit team. Must have a valid driver's license and reliable transportation.

You will be representing our company in the field and directly interfacing with decision makers and/or business owners. A professional attitude, calmness under pressure, and a respectful demeanor are all <u>critically</u> needed personality traits. You also need the ability of finding solid resolutions on your own when necessary. On an average day you can expect to be driving to one or two client sites. Some days will be spent entirely in the office or from home doing remote and phone support.

If you're looking for an opportunity to grow with a growing company and really make a difference, this is it.

Experience required: 4 to 5 years, preferably in fast-paced environments working with small to medium sized businesses.

<u>Technical skills required</u>:
- Windows Server 2012+ setup, integration, troubleshooting (Win 2008, 2012, 2016+).
- Good working knowledge of Active Directory. Active Directory schema updates, troubleshooting. Active Directory Sites, trusts.
- Microsoft Office365. Need in-depth knowledge of all Office365 suites, with a focus on Exchange, Teams, and the Office apps.
- Working knowledge of DNS, DHCP, basic routing.
- Working knowledge of hardware firewalls (mainly Sonicwall and Cisco)
- In depth knowledge and troubleshooting of devices running Windows 7/8/10, Mac OS X+
- Ability to resolve end user issues dealing with networking problems, wireless, Bluetooth, MS Office, Adobe, printing, Mobile devices, etc.
- Solid organizational skills. Able to deal with an end user issue and move onto a server problem without missing a beat.
- Ability to find the answers to problems you've never encountered, such as with 3rd party software (ex. QuickBooks, Peachtree)!
- Virtualization - VMware and/or Hyper-V: host configuration, virtual switches, building guests, live migrations.

<u>Pluses</u>:
- VMWare Site Recovery Manager
- Any project management background.
- Knowledge of Microsoft SQL Server, such as understanding of backing up/restoring SQL databases.
- Experience with SharePoint.

Please email a resume and letter stating why you think you'd be a great fit to HR@redeye-inc.com