

Field Engineer

We are a growing IT company in Northwest OH seeking a motivated, career and customer-oriented Field Engineer to add to our team!

Dotnet technologies is a Managed Service Provider serving businesses with IT support throughout Northwest Ohio since 2010. At dotnet technologies, you will enjoy working in a fast-paced, small company environment where you are a valued member of our team.

The Field Engineer provides technical support needs for our break/fix and managed service customers. Detail-oriented and persistent, the Field Engineer is focused on all technology, including workstations, servers, printers, networks, and vendor specific hardware and software. The ideal candidate is a great communicator and can confidently translate technical knowledge into actionable direction. We are looking for someone with a positive, career driven attitude who is motivated to learn and grow within the organization.

Basic Functions:

- IT support for Microsoft's core business applications, as well as virtual environments built on Microsoft and VMware.
- Support services for Microsoft related technologies: Windows Server, Exchange, SQL, SharePoint, etc.
- Technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- System documentation including reviews and recommendations.
- Manage multiple IT projects related to upgrades, improvements, and maintenance.
- Ensure issues are handled with proper priority, performing post-resolution follow ups and escalating issues when necessary.
- Provide excellent customer service, effective written and verbal communication skills.

Skills and Qualifications:

- 2+ years of IT experience.
- Driver's license and reliable transportation
- Professional IT certifications such as: Microsoft MCP, MCSA, or MCSE, CompTIA A+, CompTIA Network+, CompTIA Security+, preferred but not required
- Advanced understanding of operating systems, business applications, printing systems, and network systems.
- Diagnosis skills of technical issues.
- Ability to prioritize, multi-task, and adapt to quickly changing situations.

Benefits:

- Competitive hourly wages based on experience and qualifications.
- Health insurance
- 401(k) matching
- Paid time off and holidays.
- Full on the job training & support.
- Fun work environment and culture in a newly renovated, small town office
- Great opportunity for advancement in a growing business

Only local candidates need apply.

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.