



JOB TITLE

Infrastructure Consultant

SUMMARY

As the Infrastructure Consultant you are responsible for working alongside our senior level consultants and researching and investigating new technologies that will help us deliver world class service to our clients. Your passion for technology is balanced by your understanding of processes and procedures, and how they relate to small business. You will provide innovative solutions that showcase your strong knowledge of the Microsoft product stack. You will plan, implement, and improve technical processes to improve service delivery. As a member of the Projects team, you will share and communicate ideas and knowledge to all members of the team and report to the Technology Manager. When meeting with prospective clients, you are the first technical contact they have, so you must make them feel confident that we can handle their environment. An ideal candidate is looking for a career, not just a job.

Travel throughout the Midwest region is necessary to serve our client needs.

RESPONSIBILITIES

- Evaluate customer requirements and ensure implementation meets requirements
- Very Strong knowledge and experience with Microsoft stack (Server, M365, Azure, etc)
- Ability to architect and implement client infrastructure networks after prospect meeting
- Work with VP of Sales & Marketing and Technology Manager to evaluate new prospects and new projects
- Develop and manage multiple project plans for all project work, both new and existing clients
- Determine specifications for network hardware for new and existing clients, taking into account budgets, organization size and timelines
- Maintain a high-level knowledge of network and voice technologies that cater to our client base (MS Teams Voice)
- Tier 3 problem management, diagnosis, escalation, tracking, and resolution.
- Serve as a functional escalation point to help with technical issues the team is unable to resolve
- Provide outstanding customer service and a positive support experience by interfacing directly with clients on issues, communicating in a clear, concise manner



- Follow established processes and standards, identify and propose improvements as necessary
- Provide onsite client service as necessary
- Provide after hours and on-call support on a rotation basis
- Interface directly with various vendors on behalf of the client, providing collaborative troubleshooting leading to timely issue resolution
- Act as a resource or team lead on infrastructure projects
- Perform other duties as assigned

REQUIREMENTS

- 5-7 years industry experience, preferably in an IT consulting or managed services provider environment
- Project Management or Project Lead experience
- Experience working in a team environment
- Ability and comfort with working directly with clients
- Excellent documentation skills
- MCSA or MCTS certification or higher preferred, Cisco CCNA certification is a plus
- License and own vehicle, willingness to travel regionally

TECHNICAL SKILLS

- Strong experience with Microsoft Windows Server 2012/2016/2019/2022, Exchange online/M365/Office 365.
- Strong experience with virtualization technologies from VMWare and Microsoft Hyper-V
- Experience with Cloud Hosted environments like AWS EC2 and Azure
- Experience with Cybersecurity tools and processes at a client level
- Knowledge of on premise and cloud storage solutions.
- Knowledge of networking equipment, including wireless, routing, switching, protocols, and monitoring
- Knowledge of remote monitoring and management tools
- Designing WAN/LAN solutions and associated routing and security
- Understanding of priority levels and escalation process
- Strong documentation ethic
- Active Directory and Group Policy application and design

PERSONAL SKILLS



- Excellent verbal and written communicator, clients need to love working with you
- Ability to handle emergency situations in a calm fashion, and lead teams in such situations as needed
- Ability to remain flexible and effective under changing circumstances and expectations
- Efficiently manage multiple tasks in a team-oriented environment and understand how to re-prioritize when needed
- Exceptional problem solving and leadership abilities
- Strong attention to detail and deadline oriented
- Desire to learn and mentor

HOW TO APPLY

Visit [ATB-TECH.COM/CAREERS](https://atb-tech.com/careers) to apply online.

ATB Technologies does not discriminate on the basis of race, sex, color, religion, age, national origin, marital status, disability, veteran status, genetic information, sexual orientation, gender identity or any other reason prohibited by law in provision of employment opportunities and benefits.