



JOIN OUR TEAM

Tier 1/Tier II Technician

Converging Networks Group is a fast growing, high energy, Chicago Southland based Managed IT Service Provider (MSP) focusing on Cybersecurity with 20 years of B2B IT experience across multiple verticals. We are seeking qualified and experienced individuals to join our growing team and to facilitate internal advancement. If you have MSP experience or are just getting started, we are always looking for people to join our team that are passionate about IT and are dedicated to constantly learning to help keep our client's IT infrastructures running smoothly.

CNG's world class team of IT, network, security, and telephony experts allow you to hand off your IT needs and receive the best service possible.



TEAM MEMBER BENEFITS

- ✓ 100% company paid health, dental, and vision benefits for employees
- ✓ Simple IRA with a 3% match
- ✓ Paid vacation time
- ✓ Annual raises + \$7,500+/year in upward mobility with our Level Up program
- ✓ Paid Training and Certification Programs
- ✓ Company provided laptop, phone, and company gear

CORE COMPANY VALUES

INNOVATION

Our education and experiences are springboard for your new possibilities.

TEAMWORK

We are real people who are an extension of your team.

INTEGRITY

We stand behind our work.

GIVING BACK

We care about the communities we serve.

SOLUTIONS

We focus on the future for our clients when implementing custom solutions.

Position: Tier I/Tier II Technician

Compensation: \$35,000 - \$50,000 + BASE SALARY (based on experience and certifications)

Location: Kankakee, IL Headquarters with some onsite Client Work and remote flexibility

Key Responsibilities:

- Promptly triage, prioritize, and resolve issues and escalate to Tier 2 & 3 client support teams as needed
- Act as the primary point of contact for new client tickets and escalate to Tier 2 & 3 client support teams as needed
- Perform troubleshooting of supported services
- Maintain open communications with Tier 2 & 3 support teams and clients, to ensure status of escalations is communicated
- Review RMM systems and alerts daily to identify actionable issues and work proactively to resolve them
- Document support-related standard processes and procedures (SOPs)
- Install, implement, and support IT clients' networks and servers (on-premises and cloud-based) infrastructure
- Create, improve, and document Technical Service standards and implementation methods

Qualifications:

- Hands-on technical customer support experience
- Knowledge of computer networking
- Knowledge of PC hardware
- Experience with Windows Servers, Windows 10/11, Microsoft Azure, AWS, SQL, Active Directory, and Microsoft 365 preferred
- Familiar with Fortinet and VMWare products
- Experience with switches, firewalls, IP routing, network security, and VOIP preferred
- Familiar with virtualization, on-premises and cloud-based
- Knowledge of Microsoft and Linux operating system and utilities
- Ability to manage multiple priorities and projects to completion in a fast-paced environment
- Developing level of logic and troubleshooting skills
- Strong verbal and written communication skills and the ability to translate technical concepts for non-technical audiences
- Excellent customer service skills
- Extremely well organized and analytical with a high level of attention to detail
- Ability to work independently and as a member of a team
- Ability to thrive in an ambiguous environment

- MSP experience preferred
- IT infrastructure certifications and training in related fields
- College degree or equivalent, relevant work experience preferred

Other Requirements:

- Required valid US driver's license with an acceptable driving record pursuant to company policy
- Must be able to lift, bend, stretch, stand for extended periods of time, climb stairs and/or ladders, reach, twist, sit, and walk
- Must be able to support on-call rotation
- Ability to work occasional irregular hours and/or weekends

Send resumes to: careers@consultcng.com

Converging Networks Group, Inc.
143 N Schuyler Ave
Kankakee, IL 60901
(815) 929-0000

www.consultcng.com

143 North Schuyler Ave

We're an extension of your team.