



JOIN OUR TEAM

Hybrid Tier III 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: Hybrid Tier III Technician

Compensation: \$80,000 + 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 as they escalate from Tier 1 & 2 client support teams
- Act as the primary point of contact for escalations that are unable to be resolved by the Tier 1 & 2 client support teams
- Act as a backup for Tier 1 & 2 client support teams as needed
- Perform advanced troubleshooting of supported services
- Provide training to Tier 1 & 2 client support team members
- Maintain open communications with Tier 1 & 2 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)
- Architect and design migration planning for servers, systems, routers, firewalls, and other equipment for clients
- 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
- Perform quarterly client IT infrastructure reviews and reports

Qualifications:

- 3-5 years hands-on technical customer support experience
- Advanced knowledge of computer networking
- Advanced knowledge of PC hardware
- Proficiency with Windows Servers, Windows 10/11, Microsoft Azure, AWS, SQL, Active Directory, and Microsoft 365
- Proficiency with Fortinet and VMWare products
- Proficiency with switches, firewalls, IP routing, network security, and VOIP
- Proficiency with virtualization, on-premises and cloud-based
- Advanced knowledge of Microsoft and Linux operating system and utilities
- Comfortable utilizing programming languages such as PowerShell, Python, PHP, etc
- Ability to manage multiple priorities and projects to completion in a fast-paced environment
- Superior logic and troubleshooting skills are a must

- 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
- Familiarity and understanding of PSA and RMM solutions
- Ability to thrive in an ambiguous environment
- 2-3 years 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

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143 North Schuyler Ave

We're an extension of your team.