Senior Technology Consultant

Safe Network Solutions (SNS) is a Technology Management Provider located in Nashville, TN. We specialize in providing technology consulting, outsourced IT support and implementation services to small and medium businesses in Middle Tennessee. We are searching for an experienced IT Support professional to join our service team in providing support to our clients.

Our Vision: *Go the extra mile to align people, technology, and business.*

Job Description

Job Title: Senior Technology Consultant

Reports to: Service Manager

Summary:

The Senior Technology Consultant is a member of the technical team at SNS, responsible for providing technical support and implementation services for clients. They will provide project implementation services with involvement in the full project life cycle, and serve as an escalation point for service desk issues.

The Senior Technology Consultant is expected to provide services with a high level of technical competency and independence, demonstrating experience and ability in multiple disciplines within IT. They will participate in the development and technical direction of internal technical procedures, and provide guidance and mentorship to junior staff. They will also be involved in assisting with maintaining SNS's internal technical infrastructure in order to help best support our clients.

Required Skills

The successful candidate for this position will possess 5+ years of technical support experience, and will be skilled in the following areas:

 Personal:

- Outstanding interpersonal and communication skills
- Enthusiasm for providing outstanding customer service
- Strong decision making and problem solving skills
- Presents himself/herself in a highly professional, competent manner
- Ability to work calmly under pressure, multitask and prioritize
- Ability to work independently and within a team environment
- Highly organized, detail oriented and self-motivating
- Patience to solve technical problems with end users of varying technical aptitudes
- Previous experience in a consulting role is a plus

Technical:

Required Experience in the following:

- Microsoft Windows Desktop Operating System

- Microsoft Windows Server

- Microsoft Exchange

- Microsoft Remote Desktop Services

- Microsoft Active Directory

- VMware and Hyper-V

- Strong knowledge of networking, including routing, switching and firewalls

Experience in the following technologies would be considered a strong asset:

- Watchguard Firewalls

- Meraki Switches and APs

- Dell Server Hardware

- Microsoft SQL Server 2005/2008/2008R2/2012

- RMM (Remote Monitoring and Management) System

- Connectwise, or other PSA (Professional Services Automation) system

- Microsoft and VMware certifications would be considered a strong asset

Additional Requirements

- Maintain high-speed internet access at place of residence
- Valid driver's license and dependable transportation
- Able to lift up to 50 lbs.

SNS provides a competitive benefits package and salary (based on experience).

Send your resume and inquiries to snscareers@safenetworksolutions.com