

## About Superior

Superior Managed IT is a multi-faceted IT company providing managed services and project-based solutions to small and medium-sized businesses across the U.S. and Canada since 1994. We prioritize integrity, modern IT strategy, and proactive support, positioning ourselves as a trusted partner in IT operations, cybersecurity, and cloud infrastructure.

## Job Description – IT Systems & Network Engineer

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The **IT Systems & Network Engineer** plays a dual role in implementing new technologies and maintaining existing client environments. The position involves proactive projects (hardware/software deployments, infrastructure upgrades) as well as reactive support (incident resolution, escalations), with an emphasis on network infrastructure management. This individual serves as both a technical leader and escalation point and is expected to bring deep technical expertise, especially in routing, switching, and overall network topology.

## Duties

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### Project & Implementation Support

- Lead or assist in deploying IT infrastructure projects (on-prem, cloud, hybrid).
- Implement & support new hardware (servers, firewalls, switches, wireless APs), software solutions and services to our customer base.
- Perform site visits, remote sessions, and hardware configuration tasks.
- Participate in project planning and delivery in collaboration with Solutions Architects.
- Understand Professional Service objectives and functions of internal team members.

### Operations & Support

- Troubleshoot escalated tickets, including complex network and systems issues.
- Maintain and monitor customer environments to ensure up-time and security.
- Support user provisioning, endpoint imaging, and operational maintenance.
- Recommend improvements to maintain the functionality of critical services.

### Networking (Emphasis Area)

- Administer network devices (routers, switches, firewalls, wireless APs).
- Configure VLANs, IP schemes, DNS/DHCP, and routing protocols.
- Implement best practices for secure and efficient network environments.
- Participate in design and optimization of network architecture.

### Administrative & Internal Collaboration

- Accurately document pertinent information in ticketing system.
  - Participate in on-call rotation.
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- Mentor L1 and L2 team members and document knowledgebase content.
- Stay current on industry trends, security protocols, and tools.

### Preferred Qualifications

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- Associate's or Bachelor's Degree in Computer Science, Information Technology, or related field (or equivalent experience).
- Active CCNA required (or equivalent experience); CCNP preferred.
- Microsoft M365 (Entra ID/Azure AD), Windows Server (2019–2022), MDT, or Autopilot experience.
- Experience managing Next Generation Firewalls, specifically Fortinet firewalls (WatchGuard and other manufacturers a plus) and Layer 3 switches.
- Familiarity with Microsoft 365, Exchange Online, Teams, SharePoint, and licensing.
- Working knowledge of scripting (PowerShell, Bash, etc.) and automation concepts.
- Understanding of cybersecurity concepts, risk, and compliance frameworks.

### Experience/Skill Level Required

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- 2 years plus previous experience in IT administration and/or technical support experience, or equivalent preferred.
- Strong all-round knowledge of IT and telecommunications infrastructure, hardware, and software applications.
- Demonstrated experience and knowledge of network and workstation operating systems, and Microsoft Windows operating system.
- Demonstrated experience with web and internet technologies.

### Core Competencies

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- Strong interpersonal, written communication, and client-facing skills with a professional demeanor.
  - Highly organized with the ability to manage multiple tickets and projects simultaneously.
  - Self-motivated, eager to learn, and committed to continuous improvement and self-development.
  - Reliable and accountable, demonstrating consistent follow-through, punctuality, and confidentiality.
  - Strong problem-solving abilities with a detail-oriented mindset and disciplined documentation practices.
  - Capable of working independently and collaboratively in dynamic technical environments.
  - Metrics-driven with a focus on meeting performance goals and quality standards.
  - Adheres to company policies and procedures while maintaining a high level of professionalism and integrity.
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