About Superior Managed IT

Superior Managed IT is a multi-faceted IT company providing Managed Services (recurring operational IT support) and Professional Services (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 L2

The **IT Systems & Network Engineer L2** plays a dual role in implementing new technologies and maintaining existing client environments. 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. The position works primarily within our Professional Services team (proactive project and service request work types around hardware/software deployments, infrastructure upgrades), with an emphasis on network infrastructure management. The IT Systems & Network Engineer L2 will also support the Service Desk team under our Managed Services operation with reactive support (incident resolution, escalations).

Key Responsibilities

- **Project Delivery & Professional Services**
    - Understand the goals of Professional Services and collaborate effectively with internal teams.
    - Plan, coordinate, and track project tasks proactively.
    - Ensure project quality and efficiency in time and cost.
    - Contribute to project reviews and report to Operations leadership.
    - Maintain accurate and organized project documentation.
    - Act as a liaison between project services and service desk teams.
    - Share knowledge across departments to ensure smooth project delivery.
    - Promote and follow company QA processes and standards.

- **Technical Implementation & Support**
    - Deploy and support new hardware, software, and services for clients.
    - Configure routers, switches, and firewalls in live environments.
    - Experience with next-gen firewalls and SD-WAN preferred.
    - Manage firmware updates for firewalls, switches, and wireless access points using structured change control.
    - Audit network ingress/egress profiles using various tools and methodologies.
    - Monitor CVEs and assess risks to customer network edge devices.
    - Respond to cybersecurity incidents and support compliance efforts.
    - Perform scheduled and emergency onsite service calls.
    - Provide escalation support to the Help Desk as needed.
    - Participate in a rotating on-call schedule (approx. every 6 weeks) for emergency support.
    - Serve as a subject matter expert on assigned technologies.

- **Documentation & Knowledge Management**
    - Create and maintain clear documentation and knowledgebase articles.
    - Log all work activities through daily time entries.

o   Join the Technology Standards and Alignment Committee.

- **Client & Team Communication**
    o   Communicate effectively with clients, consultants, and contractors.
    o   Mentor and support junior staff.
    o   Actively share knowledge to strengthen team capability.

- **Professional Growth & Compliance**
    o   Stay current with industry trends in IT and telecommunications.
    o   Embrace continuous learning and improvement.
    o   Follow all company policies, including Work Health and Safety (WHS).

Qualifications

- Degree or certification in Computer Science, IT, or related field.
- Valid driver's license appropriate to job location.
- Industry certifications (e.g., CompTIA, Cisco, Fortinet, Microsoft).
- Ability to lift 50lbs and safely use 6-8 ft ladders.
- Must be eligible to work in the U.S.

Experience & Skills

- 2+ years in IT administration or technical support preferred.
- Trade school or college degree in relevant field preferred.
- Strong knowledge of IT infrastructure, hardware, and software.
- Experience with Microsoft Windows and network operating systems.
- Familiarity with web and internet technologies.

Interpersonal & Professional Traits

- Excellent written and verbal communication.
- Strong organizational and project coordination skills.
- Proactive problem-solving and self-learning mindset.
- Ability to work independently and in teams.
- Positive client and colleague relationships.
- Effective multitasking and time management.
- Results-driven and performance-focused.
- High confidentiality and punctuality standards.
- Professional demeanor and attention to detail.
- Customer service orientation.
- Ability to follow instructions and collaborate across all levels.
- Adherence to company policies and procedures.