



Job Description: **Junior Network Engineer**

Advanced Intelligence Engineering is a Managed Services IT Provider located in Wheaton, IL. AIE services the SMB marketplace in Chicago and the suburbs, providing cutting edge technology support and solutions. AIE is looking to fill a Junior Network Engineering position. Responsibilities include all areas of PC and network support, short and long-term project engagement delivery and technical consulting. The successful candidate possesses a passion for IT and the ability to build and maintain client relations.

Duties and Responsibilities

- Identify and analyze hardware, software and network-related problems
- Troubleshoot and resolve problems whenever possible
- Troubleshoot complex issues, via remote access tools, relating to installation, configuration and functional / technical support of software systems
- Provide preventative maintenance on currently installed operating systems, application software and computing standards to ensure all versions are up-to-date as recommended by ITS and external application vendors
- Install and coordinate repair computing devices and peripherals on the desktop and attached to network
- Provide Tier I and Tier II support for applications including Web browsers, email, third party client applications, client/server and Web applications
- Work with other IT vendor technical support organizations to perform root cause analysis and develop permanent solutions to prevent recurring issues
- Develop and document technical procedures including testing of hardware and software products

Qualifications

- Minimum 3 years' experience in desktop network troubleshooting and support
- HP/Dell Servers/Laptops/Desktops: user setups and migrations to new equipment/troubleshooting
- Experience with Windows OS XP/Vista/2007 and Server OS 2003/2008/2012
- Experience with Exchange, Active Directory, TCP/IP, and server virtualization
- Experience supporting firewalls (SonicWALL & Cisco), switches, VPNs & remote access technologies
- Candidate must possess excellent written and verbal communication skills
- Bachelor's degree or equivalent experience in related field preferred
- Experience with traditional, VoIP and/or hosted phone system solutions (desired)
- Experience with database management and/or web development (desired)
- Experience with home and business automation and A/V equipment (desired)
- Currently possess or able to achieve the following certifications within one year of hire:
 - *Microsoft Certified Solutions Associate (MCSA) Windows 8 & Server 2012*
 - *Certified Wireless Technology Specialist (CWTS)*
 - *Cisco Certified Network Associate (CCNA)/Cisco Certified Design Associate (CCDA)*

Other Requirements:

- Must be able to pass a drug and criminal background test
- Must have a valid driver's license and reliable transportation
- Must be able to travel to client sites in and around Chicago on a regular basis
- Must be able to lift 70 pounds
- Must be available to work outside normal business hours when necessary
- Must be willing to work as part of an on-call rotation

To apply, please send your resume to resumes@aie195.com.