ABOUT Glacis Technologies Inc.

Location: 4951 Airport PKWY 770 Addison, TX 75001

Glacis Technologies Inc. (Glacis) is a leader in providing organizations with managed IT services options for an organization's entire IT infrastructure. Our core capabilities enable us to provide decisionmakers the ability to outsource their IT departments to an experienced team of people who can manage all or select aspects of their technology environment. All while securely managing client data and enabling businesses to implement cost-effective IT solutions to help them better compete in their market. Our clientele includes various industries, from healthcare and architecture, engineering to technology, as well as energy producers and financial institutions.

ABOUT THE POSITION – Field Services Engineer II

As an integral part of a growing company, you will have a personal connection to the client and our team. The Field Services Engineer is a team player who understands the critical relationship between customer service and technology. The field services engineer will be responsible for working issues and projects at the client site, and proactively managing them to the best of your ability on your own. When needed, this individual should also know when to escalate if unable to find a solution promptly. What makes this an exciting position is that your interaction may change from day to day: on the phone, client emails, or in the field regularly. For this reason, customer service skills and a personable demeanor IS A MUST. The individual must also be presentable and professional at all times.

The candidate must also pass a criminal history background check before receiving an offer.

MINIMUM REQUIREMENTS

• 5+ years of experience in IT • Excellent people skills, communication skills and self-management skills • Honesty, integrity, motivated and a genuine desire to help • Very reliable; able to manage your time, work, and complete tasks • Excellent customer service and communication skills • Able to explain complicated technical issues to our high end yet nontechnical clients • Reliable transportation for travel in DFW area. • Professional (business casual) appearance required.

ADVANCED KNOWLEDGE, SKILLS, AND EXPERIENCE WITH THE FOLLOWING

• Desktops: Windows, Mac OS, Office, anti-virus, etc. • Install/configure/deploy/maintain Windows Server OS: 2012, 2012 R2 • Active Directory 2016/2012 and group policies, Exchange Server 2019/2016

• Cloud experience (AWS, Microsoft Azure, Office 365 email, SharePoint, OneDrive) • Basic to intermediate knowledge of the following: Connectwise, Mimecast and N-Central • Manage DNS servers • Terminal Services, VPN and other remote connectivity • Cisco/Ubiquity switches and routers a plus but not required • Local and Wide Area Networks and Routing • Unified Threat Management (UTM) devices (e.g., Cisco, SonicWALL, WatchGuard) • Other networking gear (switches, routers, etc.) • Mobile Devices: iPhone, Android, etc.

To apply, **email your resume** to Careers@GlacisTech.com with the subject line 'Field Services Engineer II'