GLACISTECH
CYBERSECURITY & WORRY-FREE IT

CAREER OPPORTUNITY

Field Services Engineer II

Full time | **Richardson, Texas** | **Onsite and field work across Dallas-Fort Worth**

About GlacisTech

GlacisTech (Glacis Technologies, Inc.) is a managed IT and cybersecurity provider (MSP and MSSP) headquartered in Richardson, Texas. Founded in 2015, we support small and mid-sized businesses across Dallas-Fort Worth with managed IT, cybersecurity, cloud services and compliance support. Our clients include healthcare, manufacturing, financial services, nonprofit and engineering organizations. We are an employee and customer-driven company with a professional work environment and room to advance.

About the position

As an integral part of a growing company, you will have a personal connection to our clients and our team. The Field Services Engineer II is a team player who understands the critical relationship between customer service and technology.

You will work issues and projects at client sites and manage them proactively on your own, and you will know when to escalate if a solution is not found promptly. Your day can change from phone calls to client emails to field visits, so customer service skills and a personable, professional demeanor are a must.

Minimum requirements

- 5 or more years of experience in IT
- Excellent people, communication and self-management skills
- Honesty, integrity, motivation and a genuine desire to help
- Very reliable, able to manage your time, work and tasks
- Able to explain complicated technical issues to nontechnical clients
- Reliable transportation for travel in the Dallas-Fort Worth area
- Professional, business casual appearance
- Must pass a criminal history background check before receiving an offer

Advanced knowledge, skills and experience

- Desktops: Windows, macOS, Microsoft Office and endpoint protection
- Install, configure, deploy and maintain Windows Server
- Active Directory and Group Policy
- Microsoft 365 and Exchange (Exchange Online and Exchange Server)
- Cloud platforms: Microsoft Azure, AWS, SharePoint and OneDrive
- DNS, Remote Desktop Services, VPN and other remote connectivity
- Local and wide area networks and routing
- Firewalls and unified threat management devices (for example Cisco, SonicWall, WatchGuard)
- Switches and routers (Cisco or Ubiquiti a plus, not required)
- Mobile devices: iPhone and Android

Helpful to have

- Basic to intermediate knowledge of ConnectWise, Mimecast and N-able N-central

How to apply: Email your resume to **Careers@GlacisTech.com** with the subject line "Field Services Engineer II". Learn more at glacistech.com/careers.