

Technical Specialist

Contegix Technical Specialist Job Description

Mission of the Role

Contegix seeks technical specialists to join our staff in order to provide unmatched technical expertise and service to our client base. Technical specialists will be responsible for utilizing their base of technical knowledge and abilities to assist Contegix clients with their Internet infrastructure requirements. In addition, technical specialists are expected to expand their knowledge base on the job in an effort to expand their level of expertise in the technologies Contegix supports and in an effort to further assist clients. Contegix technical specialists will primarily interact with clients via electronic means and periodically via telephone and in person.

What We Offer

Contegix offers the opportunity to work with cutting edge technologies. We also offer endless opportunities to specifically expand your horizons in the area of Internet infrastructure technologies. Contegix facilitates employees the chance to be part of a truly collaborative team delivering superior technical expertise to our clients. Finally, we provide the ability to work with a fast-growing company that is consistently evolving.

Major Accountabilities

Technical Expertise

- Technical specialists are expected to consistently exhibit exceptional technical skills in open source/web technologies
- Technical specialists are to utilize and showcase superior systems administration knowledge and skills
- Technical specialists are to provide Tier II technical expertise for both Contegix internal needs and customer needs

Customer Advocacy

- Technical specialists are to effectively assist customers with their technology requirements through collaborative methods
- Technical specialists are to showcase the ability to always understand the customer's perspective and respond accordingly with respect and integrity
- Technical specialists will exhibit a continuous willingness to go the distance for the customer while balancing both the interests of the customer and the interests of Contegix

Knowledge & Learning

- Technical specialists will show a regular desire to take on new technical and non-technical challenges with the goal of expanding their individual knowledge, skills, and abilities
- Technical specialists will strive to gain additional training and knowledge in an effort to move towards the role of technical engineer
- Technical specialists will actively seek out methods for expanding their knowledge and skills beyond company provided or company mandated learning initiatives

Technical Skills Requirements

Note: This is not an all-inclusive list.

- One to two years experience with Linux (Preferably RHEL) and Open Source (preferred)
- Understanding of various web applications (Apache, J2EE, etc)
- Understanding of IP and LAN & WAN connectivity and administration
- Understanding of DNS, HTTP, mail protocols
- Understanding of firewall security systems basics
- Physical hardware administration in an enterprise environment (preferred)
- User administration experience and knowledge
- Understanding of networking concepts
- Experience with standard package installations
- Basic command line experience
- Experience with enterprise monitoring systems (preferred)

Non-Technical Skills Requirements

- Associate's degree or Trade School certificate in a related field. Bachelor's degree in a technical discipline preferred.
- Understanding of quality customer service
- Shift/schedule flexibility
- Ability to have fun in a hectic environment and put customer needs first
- Excellent organizational skills and ability to adapt easily
- Outstanding problem solving skills
- Ability to prioritize and work around deadlines
- Superior communication and interpersonal skills and ability to work well within a team
- Ability to communicate effectively through written communication
- Must be flexible, dependable, and able to multi-task with priority
- Ability to remain professional, confident, and patient at all times
- Must be a team player
- Willing and able to learn new job functions and knowledge
- Ability and desire to stay current on new technologies that can be utilized at Contegix to benefit the client and Contegix
- Ability to function in a fast-paced environment
- Ability to think on your feet and adhere to a strict SLA at all times

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to walk and use hands to finger, handle, or feel. The employee is occasionally required to stand and reach with hands and arms. The employee must periodically lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.