Title: Managed Services Engineer
Location: Parsippany, NJ

About our Company:

Cologix provides network and cloud-neutral interconnection and colocation services in highly strategic and densely connected data centers. We enable customers to scale their businesses rapidly and cost-effectively by delivering flexible space, reliable power, and dense cloud and network connectivity to customers in the carrier, cloud, content delivery, media, financial services, and enterprise communities. Our customers have direct access to our local operations teams which results in strong partnerships backed by exceptional operational support and unparalleled customer service. With 29 Data centers in the United States and Canada, Cologix offers space, power, cooling, cross-connects and physical security for its customers. We are headquartered in Denver, Colorado and have data centers in Columbus (3), Dallas (2), Jacksonville (2), Lakeland (1), Minneapolis (3), Montreal (10), New Jersey (3), Toronto (2), and Vancouver (3) where we provide local dedicated support teams for our colocation and interconnection customers. Our company is backed by one of the largest North American Infrastructure funds and we have huge growth ambitions.

Our Managed Services Engineer will participate in building and maintaining virtual and physical IT infrastructures for our customers in Cologix data centers.

This is an opportunity to be part of a skilled technical team providing managed services to our Cologix client base.   Utilizing alerts, customer calls, assigned cases, you will be providing level 2 to 3 support for a variety of technologies. This is in addition to multiple third party applications and a variety of hardware platforms including Windows, Linux, and VMware vSphere based equipment. This role will involve investigating, troubleshooting and solving complex customer technical issues on these platforms. The Managed Services Engineer will provide customer support by managing the complete cycle of all incidents and service requests. This is considered a high-level technical role requiring broad IT knowledge and expert understanding of multiple platforms with a high degree of customer service expertise.

Essential Responsibilities:

-Setting up servers and network devices including configurations

-Setting up and troubleshooting Operating Systems (Windows, Linux) as per individual customer specifications.

-Working with customers and vendors / 3rd party service providers to optimize system performance

-Participate in rotational on-call duties

Experience:

-Strong understanding of the following technologies, processes, and platforms:

-Windows and Linux Operating Systems

-Enterprise Server Configuration (Dell, HP, Supermicro)

-VPN Configuration

-Private Cloud Configuration and Installation (vCloud Director)

-VMware Essentials

-Cisco, Juniper, and Sophos Firewall Configuration

-Cisco and Juniper Network (Switched and Routers) Configuration

-Physical Racking and Cabling of Enterprise Devices

-Large scale data center experience a plus

-Alarm Monitoring

-Ticketing System Use

-Customer Service

Required Qualifications:

-CCNA – Cisco Certified Network Associate

or

-JNCIA – Juniper Networks Certified Internet Associate

Ideal Candidate will possess:

-Minimum 2 years of experience in a technical support role in a Manage Services & data center environment

-Excellent oral and written communications skills and a strong customer service mentality

-Strong analytical and effective problem-solving skills

-Ability to manage assigned tasks and projects with little supervision

-Ability to learn quickly and adapt to changing requirements

-Ability to work in a team-based environment

-Ability to be a self-starter and possess good time management skills

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Cologix is an Equal Opportunity Employer. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.