Come put your military training and experience to good use. Alliant Technologies is a leading Network Infrastructure and Cloud based Managed Services Company in the metropolitan New York/New Jersey area. In our new state of the art Network Operations Center, we offer our employees the opportunity to work with a revolutionary suite of services that make infrastructure technology simple & easy to consume for our clients. We have built and are continually improving our automated ITSM platform, which provides our customers with a self-service platform that gives them unprecedented levels of control choices and co-management. Our services are primarily cloud based, and include proactive configuration management, network monitoring and reporting, cloud based backup, repair, and Tier 1, 2 and 3 support for network, datacenter and UC services. Alliant is dedicated to developing long-term strategic technical business solutions for mid- sized & enterprise companies.

We currently have openings Tier II Engineers in our Network Operations Center (NOC). We are looking for disciplined, process oriented individuals who can follow complex documented processes and procedures. A strong team player attitude is required. This is a fast-paced, challenging technical position where no two days are alike. You must have at least one year's technical experience monitoring and administering computer servers, routers, switches, storage devices and/or virtualization clusters. You will be responsible for receiving tickets from our ticketing system and working with the customer and senior engineers to resolve issues with Microsoft, Active Directory, Exchange, storage and/or VMWare. In addition, you will also be monitoring and responding to alerts and customer phone calls, performing triage, collecting data, opening tickets, and following up with customers on networking and server issues. Shift work in all three NOC shifts are required.

We offer a very attractive compensation and benefits package, including medical, dental, disability and life insurance, flexible spending and a 401(k) plan. We are an EEO employer. We are not a recruiter or contract placement firm.

Requirements

- At least two years experience working with Microsoft servers, Active Directory, Exchange, VMWare and/or Cisco.
- Experience with networking management systems such as Autotask to create, follow through and close out tickets.
- Recent technical certifications such as CCNA, CCDP or MCTIP highly valued.
- Strong written and verbal communication skills.
- College degree in electrical engineering or IT preferred.
- Microsoft or Cisco certifications preferred.
- Superior time management skills working in a fast-paced environment.
- Ability to work well independently under pressure.
- A bright, energetic & positive outlook.
- A great sense of humor.
- Excellent discipline with good organization & planning skills.
- Someone who wants to be a member of a team made up of talented, passionate engineers, and who enjoys helping build upon each others' success

Salary range: $48k to $61K