
Job Description

Cloud South is a fast-growing provider of dedicated servers, colocation facilities, and remote desktop computer services. We are looking for a Facility Engineer – level 2. Our ideal candidate will be a “go-getter”, whom works well independently, as well as with the team.

If you are looking for entry into a growing and dynamic company and possess the needed skills, please apply.

Facility Engineer Level 2

The Facility Engineer Level 2 is expected to provide services with a high level of competency and independence; setting an example of reliability and diligence that our Facility Engineer level 1's will follow.

The right candidate must be comfortable working with installing and maintaining networks and servers with network switching and routing.

The right candidate must also be detail oriented, and must enjoy technology, learning, and an understanding of business strategy.

Responsibilities

The Facility Engineer Level 2 will be responsible for handling support tickets, building servers, order fulfillment with new servers and participate in on-call rotations

Technical Skills

- Junior Network Administrator experience, IT helpdesk experience, and knowledge of basic PC repair skills.
- Maintain and ensure compliance with IT policies and security measures to ensure effective and efficient operations and to safeguard information.
- Knowledge of multiple operating systems (Windows Server 2012, 2016, Linux) and related utilities and hardware.
- Knowledge of TCP/IP, common network ports, network designs and transport methods.
- Strong detail-oriented, systematic troubleshooting and problem-solving skills.
- Strong and personable communication skills, including verbal, face-to-face, and written.
- Ability to quickly assess situations, troubleshoot complex problems and keep calm under tight time constraints and high pressure.
- Self-starter with ability to quickly learn and apply new concepts, principles and solutions with minimal oversight.
- Strong understanding of a results driven environment with a willingness to strive to achieve goals.
- Strong understanding of customer service methods and theory.

Education/Licensure/Certification

Bachelor's degree in Computer Science, Information Systems, or combination of technical experience and education.

Minimum 2 years of experience working in a data center or corporate data center required.

Job Type: Full-time