Secure Cyber Defense

Job Description: Helpdesk Engineer II

Report To: Customer Service Manager
Date of Hire: Start Date - Full-Time – May 16, 2023
Job Type: Full-time
Location: Moraine, OH
Salary Range: $45,000 - $70,000 per year
Benefits Include:
- 401(k) + 4% Company Match
- Health Insurance (100% Paid by Company)
- Dental Insurance
- Vision and Life Insurance
- Health Savings Account
- Paid Time Off
- Professional Development Assistance
- Parental Leave

Work Hours:
- Monday - Friday, 8:00 am to 5:00 pm (On-site)
- On-Call Rotation (1-2 weeks per month)
- Job Type – Full-Time

We are currently seeking a Helpdesk Engineer II to join our team. The chosen candidate for this position must love diverse technologies and IT-related infrastructure.

Expectations
- The employee works onsite with SCD at our office.
- Timely response to emails, phone calls, and voicemails
- Be open to last-minute items on your schedule and task list that were not planned.
- Be very open to change.

Qualification Requirements:

Desired Technical Skills:

- Read and understand firewall, switch, and router configurations from Fortinet firewalls.
- In-Depth understanding of routing, VLANs, and switching

- Troubleshoot connectivity issues across the enterprise.
- Support Basic wireless infrastructure, including adding SSIDs, Changing Security Setup, and other duties as requested.
- Able to work in a fast-paced environment with service-level agreements across clientele.
- Keep up on the latest security news and events and effectively communicate them to team members.
- A willingness to learn and enthusiasm about their future in security.
- Basic understanding of email flow and email security.
- Experience with Fortinet FortiGate, FortiSwitches, and FortiAP is preferred.
- Experience with FortiManager is a plus.
- Experience Level – 1 Year Minimum
- Experience with Firewalls – 1 Year Preferred

Necessary Soft Skills:

- Be the point person for Level I on service tickets.
- Ability to read and understand written English.
- Able to work independently and with a team.
- Ability to communicate on the phone and through e-mail/ticket updates.
- Ability to manage multiple tasks simultaneously and prioritize tasks appropriately.
- **Good customer service skills. Note: this job requires you to speak to clients throughout the day; please remember when applying.**

Technologies

- Fortinet UTM Firewalls
- Enterprise Class Routers and Switches

Certifications (Preferred by not required)

- Fortinet NSE 4

Certifications Required

- Security+
- Network+

Secure Cyber Defense offers a comprehensive compensation and benefits package. Secure Cyber Defense is an affirmative action-equal opportunity employer. Secure Cyber Defense complies with all applicable federal, state, and local laws regarding recruitment and hiring. All qualified applicants are considered for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, citizenship status, disability, protected veteran status, or any other category protected by applicable federal, state, or local laws.

Those who apply must have U.S. Citizenship. In addition, each candidate must pass a background check.