

## International Windows Server Support Engineer (Level II) to USA & Canadian customers

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Company: Chronos Consulting

Location: Costa Rica

Category: other-general

### Job Description

#### International Windows Server Support Engineer (Level II) to USA & Canadian customers

#### Location: San José, Costa Rica

Chronos Consulting is part of the Coberon Chronos Group, an award-winning global leader in permanent and temporary staffing, RPO and business process automation solutions for global multinationals. The Group owns and operates 41 offices worldwide.

Chronos Consulting's client is the # 1 technology company in the world!

Amazing opportunity!

Due to expansion, our client is currently looking for Windows Server Support Engineers Level 2 for a permanent position in their offices in San José

Windows Server Support Engineers will be responsible for providing Level II Technical Support to USA based clients for Windows Server -

#### Requirements:

At least 3 years in product/technical support experience.

Graduate Degree in Computer Science is desired, but not mandatory.

Experience in Networking, Directory Service, Windows Server Knowledge (Level-II Support)

Must have knowledge and experience in any of these 6 pillars of technology with expertise needed in only one of the following areas:

1.Storage & HA: Storage, Hyper-V, Clustering, Containers

2. Performance: Slow Login, Slow Boot, Performance, Crashes & Hangs
  3. Networking: Software Defined Networking, Security, Remote File System, Protocols, CSC
  4. Device & Deployment: WSUS, Devices (Phone/Surface), OS Installation & Update, MDM, Drivers & Hardware, Deployment Toolkit, BitLocker, HPC
  5. UEX: Work Folders, User Profiles, UI & Inbox Apps, RDS, Printing, Management & Scripting, DSC, AppLocker
  6. DS: Security & Auth, Group Policy, Certificates & PKI, Active Directory
- Advanced English skills / written and spoken to working with teams in Canada, USA and Latin America
- Flexibility in working Schedule (either start from 8:00 a.m – 5:00 p.m. or 12:00 noon – 8:00 p.m)

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