ENABLE

Enable's Frequently-Filled Positions

These are the most frequently-filled positions within Enable's service delivery model. Read through these descriptions, and if you feel that your skillset is fit for one or multiple positions, fill out our Open Interest Form so we may view your information and stay in touch as we grow!

Technical Roles:

Service Desk Technician

As a Service Desk Technician, you will remotely troubleshoot and resolve technology issues for Enable clients while delivering excellent customer service. Your role involves technical problem-solving, critical thinking, and building strong relationships through clear, professional communication.

Required Skills:
- 1-3 years in an IT support role troubleshooting Tier I – Tier II tickets or a bachelor's degree in a technical area of study
- Proficient technical skills in the following areas:
  - Current experience supporting Microsoft 365 applications
  - Proven knowledge with creating and managing users, groups, and objects within Active Directory and/or Entra ID
  - Working knowledge of electronic ticketing systems
  - Working knowledge of current Windows OS

Field Engineer

As a Field Engineer, you will provide onsite and remote IT support, resolving a variety of technical issues while building strong client relationships. Your role requires an impressive technical/networking competency, effective communication, and professional representation of Enable throughout problem-solving and project execution.

Required Skills:
- 3+ years in an IT support role troubleshooting Tier II – Tier III tickets
- Proficient technical skills in the following areas:
  - Current experience supporting Microsoft 365 applications
  - Proven knowledge with creating and managing users, groups, and objects within Active Directory and/or Entra ID

- Working knowledge of electronic ticketing systems
- Windows and macOS operating systems support

- IT infrastructure knowledge and expertise with respect to:
  - Basic networking concepts such as DHCP, DNS, TCP/IP and IP routing
  - LAN & WAN architecture and troubleshooting
  - Windows server management
  - Virtualization (Hyper-V or similar)

- Working knowledge and experience with:
  - Computer setup and configuration of Mac and PC
  - Microsoft 365 administration
  - Remote administration concepts and tools
  - Disaster recovery and backup technology
  - Active Directory, security and distribution groups, and group policy
  - Windows-based print servers

Strategy Consultant

As a Strategy Consultant, you will serve as a virtual IT Director and trusted technology advisor for multiple clients, aligning technology roadmaps with their organizational goals. Your role includes IT strategy consulting, project management, budget planning, and sales support, all while building and maintaining strong client relationships.

Required Skills:
- Extensive experience in IT-related fields, preferably among roles involving project and budget management, consulting, or business analysis
- Strong written and verbal communication skills (with the ability to prepare & present proposals to clients)
- Proven ability to build relationships, built on mutual trust, with teammates and clients
- Proven ability to lead teams and clients to accomplish clear goals and objectives
- High level understanding of small and medium business technologies such as:
  - Cloud services
  - Microsoft and Apple ecosystems
  - Wired and wireless networking technologies
  - Voice solutions
- Ability to create unique strategies and solutions for multiple, diverse clients, keeping in mind the unique needs, goals, culture, etc. of each
- Ability to learn new technical concepts and their relationships to other technologies rapidly
- Familiarity with Microsoft 365 and/or Google Workspace, ideally both as a user and an administrator

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Senior Engineer

As a Senior Engineer, you will design, implement, and oversee network, server, and cloud infrastructures for multiple client environments. You'll utilize your technical expertise, deep troubleshooting skills, and practice with root-cause analysis to guarantee excellent service delivery and environment health at the highest technical level.

Required Skills:
- Experience in MSP and business-class environments
- Switching and Routing – Ability to design, implement, and maintain enterprise/hospitality class networks including layer 2/3, UTM Firewall deployment, QoS, Spanning Tree, core switch and firewall routing, IPSec VPNs, and Zero Trust models.
- Wireless Networking – Ability to design, implement, and maintain enterprise/hospitality class wireless network. Deep understanding of spectrums, frequencies, and interference avoidance configuration.
- Voice over IP solutions - Ability to design, implement, and maintain VoIP systems that require Session Border Controllers.
- Microsoft 365 - Ability to create and maintain new cloud tenants that require robust email, file storage, and collaboration services according to the best security practices including Conditional Access. (Google Workspace experience may be considered.)
- Windows Server – Design, Implement, and maintain Windows Server for Hyper-V, Domain Controller, DHCP, DNS, File Services, and Group Policy. Experience in AD Connect and related technologies. (Related experience in VMWare accepted.)
- Deep understanding of cybersecurity threats and best practices.
- Ability to perform:
  - Design and implementation of all of the above solutions
  - Root Cause Analysis across multiple IT domains
  - Implementation of technical business continuity solutions adhering to the 3-2-1 model

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Non-Technical Roles:

Client Relationship Manager

As a Client Relationship Manager, you will build and maintain trusted relationships with current and potential Enable clients. Through clear communication and strategic engagement, you'll drive sales efforts, client satisfaction as a whole, contract negotiations, conflict-resolution, and Quarterly Partnership Reviews, all while representing Enable as a professional and friendly ambassador.

Required Skills:
- Client Relationship Managers should possess proven past work experience in similar roles and demonstrate a suitable level of technical aptitude and general understanding of the Information Technology industry.
- Familiarity and strong comfort level within church settings
- Proven ability to build relationships, built on mutual trust, with teammates and clients
- Ability to quickly establish rapport in trusted relationships
- Excellent written and verbal communication skills with the ability to conduct presentations
- Ability to maintain professionalism during challenging situations
- Presents to clients as a personable, relatable, service-focused, and trustworthy resource
- Technical skills:
  - Proficient with Microsoft Office products
  - Ability to learn and use other enterprise systems

In addition to these, we have opportunities in administrative areas such as sales/project management support, accounting, marketing, and more.