

PEGASUS NOW HIRING

MSP PROJECT ENGINEER

ABOUT PEGASUS

Pegasus Technology Solutions is a fast-growing, people-oriented, culture-first company located in Frisco, Texas. Incorporated in October 2014, we operate through a 'Culture Over Growth' mentality, meaning that if we get it right with our people then our culture will radiate out to our customers - which will inevitably lead to healthy, sustainable company growth. Every team member plays a vital role in our company success and is treated with respect, provided with professional growth opportunities, and is celebrated for their contributions. For us, working at Pegasus is not just business, it's personal. We enjoy working with each other. We are collaborative, supportive, and family-oriented. We care! It's who we are.

- **Inc. 5000** (2022, 2021, 2020, 2019)
- **Best Companies to Work for in Texas** (2022, 2021, 2020, 2019, 2018)
- **Dallas Business Journal Best Places to Work** (2022, 2020, 2019, 2018, 2017)
- **DFW's Best & Brightest Companies to Work For** (2022, 2021, 2020, 2019, 2018, 2017)
- **Best & Brightest Companies to Work For in the Nation** (2022, 2021, 2020, 2019)
- **CRN Managed Services Provider 500** (2022, 2021, 2020, 2019, 2018, 2017)
- **CRN Solution Provider 500** (2022, 2021, 2020, 2019, 2018, 2017)
- **CRN Tech Elite 250** (2022, 2021, 2020, 2019, 2018, 2017)
- **CRN Fast Growth 150** (2020, 2019, 2018)
- **CRN Triple Crown** (2020, 2019, 2018)

OUR CORE VALUES

SELF-MOTIVATED

You understand assigned goals and objectives and take pride in seeing them completed quickly and efficiently. You're driven, even when no one is watching. Especially then.

DO THE RIGHT THING

We make decisions that we feel good about at the end of the day.

WORK HARD + HAVE FUN

We are serious about what we do, but we don't take ourselves too seriously. We do fun better at Pegasus!

BE RESILIENT

We believe that obstacles are opportunities.

KILL IT

We don't know the meaning of the word "mediocre."



PEGASUS MSP PROJECT ENGINEER

ABOUT THE POSITION

Joining the Pegasus Services Team means that you will have camaraderie with fellow team members, top-tier internal processes and tools built for efficiency, upward mobility, and career path planning, with executive support to provide best-in-class customer service.

MSP PROJECT ENGINEER RESPONSIBILITIES

- Primarily responsible for end-to-end IT infrastructure support
- Provide comprehensive and timely resolution for all end user technical issues
- Provide escalation support for Tier 1 and Tier 2 engineers
- Provide support for Cloud solutions and on-premise server solutions and virtualization
- Provide support for networks, servers, and VoIP technologies
- Support end users remotely using Connectwise Automate and other commercial tools
- IT support may be provided remotely via remote administration tools
- Responsible for device, operating system, software and/or application troubleshooting
- System updates and/or restoration activities as necessary
- Work as a Services Engineer on projects for the MSP Team
- Windows Server migrations to Azure Cloud, Private Data Center
- Office 365 Migrations using tools or manual
- Network Infrastructure migrations, including switches, firewall and wireless.

BENEFITS

- Medical (100% employer paid option)
- Dental/Vision Insurance
- 401(k)
- Unlimited PTO after 3 years
- Volunteer Time Off
- Short Term Disability
- Life Insurance
- Paid Holidays (including 2 Floating Holidays)
- Bereavement Leave (including Miscarriage)
- Pregnancy/Labor Paid Time Off

MSP PROJECT ENGINEER JOB REQUIREMENTS

- 6+ years experience in IT Support/Help Desk positions
- Shift Hours: 8am - 5pm
- Ability to work primarily from our NOC in Frisco, TX
- Connectwise Manage experience is a plus
- Experience with Network Administration, firewall, switch configuration, Windows OS, MS Office, and supporting Windows Active Directory, installing/configuring 20XX windows servers and troubleshooting in large environments, VMware support and configuration, Virtualization, Azure and cloud virtualization, Network Management with Cisco, Fortinet and Watchguard configurations.
- Ability to multi-task and adapt to changes quickly, self-motivated, ability to work in a fast-paced environment, interpersonal skills, technical awareness, customer service focused, and ability to read a project plan and manage schedule.

APPLICATIONS

TO APPLY FOR THIS POSITION, PLEASE VISIT

<https://pegasustechsolutions.com/about-us/join-our-team>

OR EMAIL

careers@pegasustechsolutions.com

