
Systems Engineer**Created 8/6/2026****Salary: \$60,000 to \$75,000****Position Summary**

We are seeking a knowledgeable, customer-focused Systems Engineer to join our team. This position is responsible for delivering technical support to end users, collaborating with client IT departments, and coordinating with third-party vendors to resolve technical issues. The Systems Engineer will troubleshoot desktops, laptops, servers, networking equipment, and security appliances while providing exceptional customer service and ensuring timely issue resolution.

The ideal candidate is an effective communicator, possesses strong technical troubleshooting skills, and is comfortable working across a wide range of technologies in a fast-paced managed services environment.

Key Responsibilities

- Provide Tier 1 and Tier 2 technical support to end users via phone, email, and remote access.
- Diagnose and resolve hardware, software, operating system, and application issues on desktops, laptops, servers, and mobile devices.
- Install, configure, and maintain Windows workstations and Windows Server environments.
- Administer and troubleshoot Microsoft 365, Active Directory, Exchange Online, DNS, DHCP, and Group Policy.
- Configure, troubleshoot, and support switches, routers, wireless networks, VPNs, and firewall appliances.
- Monitor system health and proactively identify and resolve potential issues.
- Collaborate with client IT teams to coordinate projects, troubleshoot complex technical issues, and maintain stable IT environments.
- Work directly with Internet providers, software vendors, hardware manufacturers, cloud providers, and other third-party vendors to resolve incidents and coordinate service requests.
- Manage support tickets from initial request through resolution, ensuring accurate documentation and timely communication.
- Escalate issues appropriately while maintaining ownership and accountability for successful resolution.
- Deploy new hardware and software, perform system upgrades, and assist with workstation and server migrations.
- Participate in patch management, security updates, and preventative maintenance activities.
- Maintain detailed documentation of client environments, network configurations, procedures, and resolutions.
- Provide outstanding customer service by communicating technical information clearly to both technical and non-technical audiences.

Required Qualifications

- At least 2 years of experience in IT services
- Strong knowledge of Microsoft Windows 10/11 and Windows Server.
- Experience supporting desktop, laptop, and server hardware.
- Working knowledge of Microsoft 365, Active Directory, Exchange Online, DNS, DHCP, and Group Policy.
- Experience configuring and troubleshooting:
 - Managed switches
 - Routers
 - Firewalls
 - Wireless networking
 - VPN technologies
- Solid understanding of TCP/IP networking fundamentals.
- Strong analytical and troubleshooting skills.

- Excellent written, verbal, and interpersonal communication skills.
- Ability to effectively manage multiple priorities while maintaining excellent customer service.

Preferred Qualifications

- Experience working for a Managed Service Provider (MSP).
- Experience with virtualization technologies such as VMware or Hyper-V.
- Familiarity with backup and disaster recovery solutions.
- Experience with RMM and PSA platforms.
- Experience supporting Microsoft Azure and Microsoft 365 cloud environments.
- Industry certifications such as CompTIA A+, Network+, Microsoft Certified, Cisco CCNA, Fortinet, or SonicWall certifications.

Desired Skills

- Exceptional customer service and relationship-building skills.
- Ability to work effectively with end users, client IT personnel, business leaders, and third-party vendors.
- Strong organizational and documentation skills.
- Self-motivated with the ability to work independently and collaboratively.
- Professional, dependable, and committed to delivering high-quality technical support.
- Eagerness to continuously learn new technologies and improve technical expertise.

Physical & Travel Requirements

Depending on the candidate's location and job responsibilities, this position may include onsite work at client locations.

For employees performing onsite work, the following may be required:

- Ability to lift and carry equipment weighing up to 50 pounds.
- Ability to work around server racks, networking equipment, and under desks during installations and troubleshooting.
- Valid driver's license and reliable transportation for travel to client locations.
- Ability to travel to client sites for installations, maintenance, and project work as needed.

Candidates in remote roles who do not perform onsite client work are not expected to meet the travel-related requirements.

Benefits:

We believe in taking care of our employees by offering a competitive benefits package, including:

- Health insurance
- Dental insurance
- Vision insurance
- Company-paid life insurance
- Employer-funded retirement IRA with a 2% company contribution—no employee contribution required
- 3 weeks' vacation to start.
- 9 paid Holidays
- Excellent Pay
- Family friendly
- Equal opportunity employer

Location: Bath, Maine

For a full job description, please go to: <https://www.burgesstechnologyservices.com/careers/>

Send Resumes to: resumes@btsmaine.com