



Please email resume, cover letter, and last 5 projects you were involved in and role to jobs@rsitex.com.

Tier 2 Help Desk Technician

Renaissance Systems, Inc. (RSI), a 42-year-old IT, managed services, and cybersecurity company is seeking an experienced Systems Engineer II to consult, design and deploy complex computer software and network solutions and remotely resolve IT problems for end-users when needed. This is a highly visible position, and the selected candidate will be client-facing.

Reports to: Chief Security Officer
Status: Salaried, Full-time position.
Office Location: Austin, TX or Mexia, TX

Duties/Responsibilities:

- Resolve escalated tickets from Tier 1 within defined SLA timeframes.
- Troubleshoot and support issues involving Active Directory, Group Policy, file permissions, and user access.
- Assist with network-related troubleshooting including firewalls, switches, and VPNs.
- Deploy and configure workstations, applications, and updates.
- Manage software installations, patching, and license tracking.
- Maintain and document standard operating procedures and support documentation.
- Identify recurring issues and propose process or automation improvements.
- Collaborate with Tier 3 engineers for deep-dive escalations.

Required Skills/Abilities:

- Deep understanding of Windows Operating Systems, Apple iOS, Android, computer hardware, and networking; ability to define client business requirements and design solutions to meet them.
- Expert with Microsoft Office 365 Applications including Visio.
- Practical Experience in designing and deploying complex routing and switching projects
- Is committed to excellent client service and operational excellence
- Excellent, professional verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Strong analytical and problem-solving skills.
- Ability to terminate Cat 6 wiring or willing to learn.
- Conceptual understanding of ITIL, PMP/PMI, and/or SixSigma.
- Superior understanding of computer hardware and software systems.
- Excellent time management skills.
- Ability to prioritize tasks and to delegate them when appropriate.

- Ability to explain technical issues to technical and nontechnical employees and customers.
- Proficient with or the ability to quickly learn an array of computer hardware and software.
- Managerial knowledge of budgeting and PNL costing.
- Active Directory user and group management.
- Microsoft 365 tenant administration. (Exchange Online, SharePoint, Teams)
- Remote monitoring and management (RMM) platforms. (e.g., NinjaOne, Atera)
- Antivirus and endpoint protection. (e.g., SentinelOne)
- Backup solutions. (e.g., Dropsuite, Veeam)
- Intermediate knowledge of TCP/IP, VLANs, and firewall rules.
- PowerShell basics for scripting and automation.
- Ability to interpret logs and system diagnostics.

Required Education and Experience:

- 2–4 years in IT support with exposure to MSP environments.
- Certifications such as CompTIA Network+, Microsoft Certified: Modern Desktop Administrator.
- Associate’s degree or equivalent experience in a technology or cybersecurity related discipline.

Preferred:

- Twelve (12) years of related experience preferred.
- Professional IT certifications such as Cisco, CompTIA, etc.

Physical Requirements:

- Prolonged periods sitting/ or standing at a desk and working on a computer.
- Must be able to lift up to 35 pounds at times.

Other Requirements:

- Travel to customer locations will be required. Reliable transportation is a must.
- Valid Driver’s License and proof of auto insurance.
- Ability to pass a criminal background check and drug screening.
- Provide at least three (3) references, past salary, and work history.

Preferred:

- Ability to pass a CJIS background check.
- Fluent written and spoken Spanish.
- Military veterans with Top Secret clearance are encouraged to apply