

Technical Support Engineer Job Description

We are seeking a Technical Support Engineer to deliver high-quality, cloud-first IT support across endpoints, Microsoft 365 services, and workplace technology.

This role is responsible for managing and supporting a modern endpoint environment using Microsoft Intune and Entra ID, while also supporting the reliability and user experience of in-office technology—including conference rooms, printers, networking, and Wi-Fi.

The ideal candidate is service and team oriented, hands-on, proactive, and comfortable operating across both cloud platforms and physical office infrastructure. This growing company is in a fast-paced consulting environment which will provide opportunities for learning new technologies and the ability to take on more ownership as the role progresses.

Responsibilities

Workplace Technology Ownership (Office IT)

- Support and maintain office-based technology, including:
 - Conference room AV systems (Teams Rooms, displays, audio, cameras)
 - Printers and print management solutions
 - Office networking infrastructure (switches, access points, cabling)
 - Corporate Wi-Fi performance and reliability
- Troubleshoot and resolve conference room and meeting technology issues in real time and escalate complex problems as needed
- Support coordination with vendors and service providers for network and telecom support
- Help ensure a consistent and high-quality user experience across all office environments

End-User Support

- Manage, triage, and resolve support tickets in a timely and professional manner
- Research, diagnose, and troubleshoot hardware, software, and cloud service issues
- Provide hands-on support for laptops, mobile devices, and peripherals
- Act as a primary point of contact for internal user support needs
- Ensure accurate documentation, tracking, and closure of all incidents and service requests

Cloud & Endpoint Management

- Assist with management of endpoint devices using Microsoft Intune (configuration profiles, compliance, app deployment)
- Support user account provisioning and access updates in Microsoft 365 and Entra ID
- Troubleshoot common issues with Exchange Online, Teams, SharePoint, and OneDrive
- Assist with device onboarding, provisioning, and patching activities
- Learn, support and assist with established security and compliance policies

Infrastructure & Operations

- Install and configure IT equipment for end users
- Deploy new hardware and software for employees
- Perform basic hardware maintenance and troubleshooting
- Support IT projects, upgrades, and new technology rollouts under supervision
- Provide support for and work on projects for the technology team with guidance

- Monitor system performance and proactively escalate issues when appropriate

Documentation & Continuous Improvement

- Maintain knowledge base articles and SOP documentation
- Identify opportunities to automate or improve support processes
- Provide training and guidance to end users on systems and tools
- Contribute to standardization of endpoint and office technology configurations

Team Structure

- Work as part of a collaborative IT team with guidance from senior members
- Escalate complex issues and participate in knowledge sharing and training
- Opportunity to grow into deeper cloud and infrastructure responsibilities over time

Required Qualifications

- BS degree in Information Technology or equivalent Technical Certification
- Experience supporting Windows and macOS environments
- Strong troubleshooting and analytical skills
- Excellent communication and customer service skills
- Supportive mindset for a collaborative team environment

Preferred Qualifications

- Experience with Microsoft Intune and endpoint management
- Experience with Microsoft 365 and Entra ID administration
- Knowledge of Meraki network equipment and systems
- Experience with Teams Rooms or AV systems
- Knowledge of Atlassian products
- Knowledge of printer management solutions
- Scripting or PowerShell exposure is a plus

Key Competencies

- Customer-first mindset with strong communication and service orientation
- Ownership mentality for both cloud systems and physical environments
- Ability to work independently and prioritize effectively
- Strong documentation and process discipline
- Continuous learning and adaptability

Working Conditions

- Fulltime in-office presence (Washington, DC) with potential for some remote work after 6 months
- Hands-on work with hardware, conference rooms, and networking equipment
- Occasional after-hours or on-call support