



Position Description

Position: Level 2 Systems Engineer
Reports to: Team Lead, Managed Services

Date Created: August 12, 2026
Date Revised: August 12, 2026

Overview

The Level 2 Systems Engineer provides escalated technical support and hands-on systems administration for 7 Layer Solutions managed services clients. This role handles more complex tickets and projects that exceed Level 1 / Systems Specialist scope, including server, virtualization, Microsoft 365 / Entra ID, backup, and endpoint management work. The engineer works under the direction of a Team Lead, collaborates with Senior Systems Engineers, and contributes to documentation, process adherence, and client satisfaction.

Key Responsibilities

- Resolve escalated Service Desk tickets and alerts related to servers, virtualization, Microsoft 365, identity, backup, and endpoint systems within defined SLAs
- Install, configure, troubleshoot, and maintain Windows Server environments, virtual machines, and related infrastructure under Team Lead guidance
- Administer Microsoft 365 and Microsoft Entra ID (user/group management, basic Conditional Access troubleshooting, licensing, and hybrid identity support)
- Support modern endpoint management activities (Intune policy troubleshooting, Autopilot assistance, compliance remediation) in coordination with Service Desk and Senior Engineers
- Perform and verify backup jobs; assist with restore requests and basic disaster recovery testing
- Execute scheduled maintenance, patching, and operational checklist items for assigned client environments
- Participate in project implementation work (server builds, migrations, application deployments) under the direction of Senior Engineers or Team Leads
- Create and maintain accurate documentation, runbook updates, and ticket notes
- Provide technical guidance and knowledge sharing to Level 1 / Systems Specialist team members
- Escalate complex or high-risk issues to Senior Systems Engineers or Team Lead with clear findings and recommended next steps
- Other duties as requested by the Team Lead or Managed Services leadership

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience

- Associate's or Bachelor's degree in an IT-relevant discipline (Preferred) or equivalent practical experience
- 2–4 years of hands-on systems administration or MSP technical support experience
- Prior experience supporting Windows Server, Microsoft 365, and virtualization in a multi-client or enterprise environment
- Able to work traditional business hours and occasional nights/weekends for maintenance windows or escalations

Preferred Certifications

- Microsoft 365 Certified: Modern Desktop Administrator Associate or Endpoint Administrator
- Microsoft Certified: Azure Administrator Associate or Windows Server Hybrid Administrator
- CompTIA Server+, Network+, or equivalent
- VMware or Hyper-V related credentials (advantageous)

Technical Skills

- Solid working knowledge of Windows Server (2019/2022/current) installation, configuration, and troubleshooting
- Microsoft 365 administration (Exchange Online, Teams, SharePoint/OneDrive basics) and Microsoft Entra ID fundamentals
- Virtualization experience (VMware vSphere/ESXi and/or Microsoft Hyper-V) — VM provisioning, basic performance troubleshooting
- Familiarity with Microsoft Intune / modern endpoint management concepts
- Backup and restore operations (Veeam, or similar platforms)
- Networking fundamentals: TCP/IP, DNS, DHCP, VLANs, and basic firewall/VPN awareness sufficient to troubleshoot connectivity issues
- Comfort with PowerShell for common administrative and diagnostic tasks (preferred)
- Experience working in a PSA / RMM environment and following documented processes

Soft Skills

- Clear verbal and written communication; ability to document issues and resolutions thoroughly
- Strong troubleshooting methodology and attention to detail
- Ability to prioritize work across multiple clients and escalate appropriately
- Willingness to mentor junior technicians and accept mentoring from senior engineers
- Ability to work independently on assigned tasks while collaborating effectively with the broader team
- Customer-service orientation and professional demeanor with client contacts

Physical Demands

While performing the duties of this job, the employee is regularly required to talk, hear, and see. The employee is required to sit for long periods of time and will spend approximately 90% of their time on a computer. The employee will occasionally lift, push, or move up to 10–25 pounds.

Work Environment

The noise level in the work environment is usually moderate. Role may be hybrid or remote with occasional on-site client or office presence as required by the Team Lead.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several variables in standardized situations and to escalate when the problem exceeds current scope or risk tolerance.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

Employee Signature: _____ Date: _____