



## CONSULTING ENGINEER

### ABOUT US

Focus Systems is a leading Managed Service Provider dedicated to empowering others through technology. We specialize in IT support, cybersecurity, cloud computing, and network management. Our team is committed to providing excellent customer service and innovative technology solutions.

### JOB OVERVIEW

The Consulting Engineer is a senior, client-facing role responsible for designing, advising, and delivering technology solutions across our client base. This individual serves as the primary technical architect and trusted advisor, owning both the technical strategy and overall client relationship.

You will work directly with business leaders to align technology with their goals, recommend best practices, and lead the implementation of scalable, secure, and modern IT environments.

This role requires a blend of deep technical expertise, strategic thinking, and strong communication skills.

This is an ideal role for someone who is:

- Smart, humble, hungry, and coachable
- Highly organized
- Someone customers “look forward to calling”
- Calm under pressure
- Process-driven

### RESPONSIBILITIES

#### **Client Leadership & Ownership**

- Serve as the primary technical point of contact for assigned clients
- Build and maintain strong, trusted relationships with key stakeholders
- Lead regular technology reviews, roadmap discussions, and strategic planning sessions
- Own the overall health, performance, and direction of client environments

#### **Architecture & Consulting**

- Design and architect solutions across networking, infrastructure, and cloud platforms
- Advise clients on technology best practices, security posture, and modernization strategies
- Translate business needs into scalable technical solutions
- Lead project scoping, planning, and high-level design

### **Systems Administration & Engineering**

- Support and guide escalated technical issues when needed
- Provide hands-on expertise across:
  - Server infrastructure (Windows Server and virtualization)
  - Storage solutions (on-prem and cloud)
  - Networking (firewalls, routing, switching, VPNs)
  - Wireless solutions

### **Cloud & Microsoft 365**

- Design and support Microsoft 365 environments (Exchange, SharePoint, Teams, Entra ID)
- Lead migrations, optimizations, and security improvements
- Implement best practices around identity, compliance, and collaboration

### **Project Leadership**

- Lead or oversee technical delivery of projects
- Collaborate with internal engineers to ensure successful execution
- Ensure projects align with client goals, budgets, and timelines alongside sales teams

### **Standards & Continuous Improvement**

- Establish and enforce technical standards across client environments
- Identify risks, inefficiencies, and opportunities for improvement
- Contribute to internal best practices, documentation, and service offerings

### **Client Communication**

- Serve as a professional, friendly point of contact for clients
- Provide timely updates on ticket status and next steps
- Ensure client expectations are set and met

### **Administration & Documentation**

- Maintain accurate ticket notes and resolution summaries
- Assist with client documentation (contacts, environments, notes)
- Help keep SOPs and internal documentation up to date
- Support onboarding/offboarding workflows for new clients and users

## **QUALIFICATIONS**

- 5+ years of experience in IT engineering, systems administration, or consulting roles
- Strong experience in:
  - Networking (firewalls, switching, VPNs, SD-WAN)
  - Server infrastructure and virtualization
  - Storage solutions (SAN/NAS, cloud storage)

- Wireless networking
- Microsoft 365 ecosystem
- Proven ability to architect and design complete IT environments
- Experience in a Managed Service Provider (MSP) environment preferred
- Strong communication and client-facing skills
- Ability to explain technical concepts to non-technical stakeholders
- Highly organized with the ability to manage multiple clients and priorities
- Professional, proactive, and solution-oriented mindset
- Experience with RMM and PSA software

## WHAT WE OFFER

- Competitive salary based on experience
- Medical, dental, vision, 401K with employer match
- Performance-based incentives tied to client success and growth
- Hybrid work flexibility
- High-impact, client-facing role with ownership and autonomy
- Opportunity to shape client environments and influence business outcomes
- Clear path to senior leadership or practice leadership roles
- Collaborative, high-performance team culture

## EQUAL OPPORTUNITY EMPLOYER

Focus Systems is an Equal Opportunity Employer. We are committed to creating a diverse and inclusive workplace where all individuals are treated with respect and dignity.

We do not discriminate based on race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, veteran status, or any other protected characteristic under applicable federal, state, or local laws.

We believe that diverse perspectives strengthen our team, drive innovation, and better serve our clients and community.

## FOR MORE INFORMATION

Contact: [jobs@focussystems.net](mailto:jobs@focussystems.net)