



**Job Title:** Systems Engineer

**Department:** Service and Support

**Pay Grade Level:** 5

#### **Summary of Position:**

The Systems Engineer is responsible for maintaining the design and integrity of the internal systems, including all customer-facing cloud and hosted solutions. The Systems Engineer demonstrates excellent customer service through remote and on-site support to our clients when called upon. The Systems Engineer actively seeks to improve the organization's performance by relentlessly finding ways to streamline or automate processes, integrate systems, improve documentation and make recommendations to leadership. This position is involved in the planning and completion of projects under the supervision of the Sr. Systems Engineer and CEO. The Systems Engineer is part of the escalation tier and is expected to provide technical expertise to our customer and team member's. All work is performed in accordance with our procedures and system tools. The Systems Engineer works closely with the Sr. Systems Engineer and reports to the CEO.

#### **Essential Duties and Responsibilities:**

- IT Support relating to issues with the internal systems and network infrastructure.
- Technical Support (both internal and external) at the network level: WAN and LAN connectivity, routers, firewalls, WAPs, Servers and security.
- Administration, Maintenance and Change Agent for our RRM Tools (Automate/CWRMM).
- Exhibit spirit of ownership on key systems within our stack to drive improvements, improve integrations, continuously advance service delivery through use of and train staff on better ways to utilize these systems ongoing. (Automate, CWRMM, BCDR, AV Tools, MDM, email security, etc)
- Participate in the support and implementation of client solutions as well as advising clients on technical and cybersecurity challenges facing their business.
- Work with a sense of urgency.
- Always customer focused (able to put themselves in the customer's shoes).
- Work projects and service tickets with the goal of efficiency and complete customer satisfaction.
- Accurately record time entries and keep them up to date.

#### **Additional Duties and Responsibilities:**

- Strong team player.
- Active participant in On Call Rotation
- Handle incoming help desk tickets that need attention when the L1/L2 resources are unavailable or there is a need to escalate beyond L1/L2.
- Document processes and procedures related to duties and responsibilities.
- Document maintenance for computer systems and network infrastructure.
- Highly organized, self-starter and self-motivated.
- Excellent interpersonal / communications skills both spoken and written.
- Work through Daily Schedule that has been established through a Dispatch process. Communicate with Dispatch when customer impacting delays may occur to ensure customers are proactively notified.

- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages.
- Maintain a thorough knowledge of our IT products, services as well as others that we may not have in our portfolio. Keep up on industry trends and news.
- Continually update expertise on concepts relating to business technology and the Microsoft platform.

### **Qualifications:**

The Systems Engineer is a mid-level position within the company. While not a management role, it is expected that the Systems Engineer leads by example and serve as a role model to the Dispatcher, Tech I and Tech II. There are no specific education or certification requirements for the position but achieving a Microsoft Certification is strongly encouraged and preferred. Between 4 and 7 years of experience in an Information Technology setting is typically necessary to be successful in this position. Must document and pass on as much knowledge to the team as possible. Must have a meticulous and secure approach to system enhancements, and work performed. Must be able to work independently and contribute towards common goals and morale as a member of the team. Strong organizational skills are crucial to be successful in this role.

- High School Diploma or equivalent required.
- Minimum of 4 years of experience in hands on role working with Microsoft Server Operating Systems and installing Windows Desktop operating systems.
- Working knowledge and at least several years of experience working with RMM tools, preferably Connectwise Automate or CWRMM (Continuum).
- Experience with Active Directory, Server Operating Systems and Microsoft 365 products.
- Advanced level of configuring and troubleshooting networks and firewalls. Experience with Sonicwall, preferred.
- Expert understanding of TCP/IP, DNS, DHCP, Active Directory, IIS, Exchange Server, VMWare, and Hyper-V.
- Experience working on assigned tickets through completion and logging time and ticket status.
- Experience supporting backup best practices and products such as Acronis, Datto, Barracuda and on-prem solutions that utilize portable media.
- Understanding of WLAN security best practices.
- Proven troubleshooting and diagnostic skills.
- Must have experience and ability to explain technical issues to non-technical audience.
- Must have a valid driver's license and a reliable transportation.
- Effectively and thoroughly troubleshoot escalations before advancing to L4.
- Ability to take part in on-call rotation.

### **Preference given for:**

- Experience with a ticketing system a plus.
- Degree in related field such as Computer Science.
- Industry certifications preferred:
  - - CompTIA A+
  - - MCTS/MCP
  - - MCSE
  - - CCNA
- Advanced experience with Remote Management and Monitoring.