



## Systems Engineer I

The Systems Engineer I will be responsible for successful implementation, administration, and support of Windows, VMware, storage, and network technologies. The Systems Engineer will work closely with Project Management, Networking, Cloud, and Service teams on analysis, specification, implementation and support for these technologies.

### Principle Accountabilities:

- Act as technical liaison for client projects.
- Work with other Systems Engineers to develop project requirements in collaboration with project management and clients.
- Multi-task with limited supervision.
- Create and maintain documentation for support solutions and processes.
- Troubleshoot and resolve escalated trouble tickets related to technical difficulties with hardware, software, and the network.
- Identify root cause of escalated issue and formulate plan of action to resolve client issue(s).
- Adept at working with changing technology.
- Identify risks that may impact quality, schedule, or costs.
- Implement projects scaling from a small business to enterprise wide solution.
- Participate in weekly on call rotation for after-hours support.
- Facilitate knowledge transfer to service desk team and clients. Including documentation of technical details of each project.
- Ensuring they are complying with, and adhering to all Information Security Policies as well as privacy policies. They must also ensure they are protecting and keeping secure all client information considered or believed to be private or sensitive.
- Ensuring all security and operational controls are followed and enforced to ensure client data remains secure, available, and private, where applicable.

### Experience/Skills:

- Minimum of 2+ years in systems administration.
- Windows Server SBS/2003/2008/2012/2016+
- Active Directory, DNS, DHCP, DFS/File, Print, WSUS
- Exchange 2010/2013/2016+
- VMware ESXi 4.x, 5.x, 6.x+ or Hyper-V
- VMware View (Horizon)
- Terminal Server/Remote Desktop Services
- Working knowledge of SANs. (Preferably Dell EqualLogic, Compellent, or Nimble)
- Working knowledge of backup technologies. (Preferably Veeam Backup & Replication or Datto experience.)
- Strong written, organizational, and communication skills with the ability to work well and communicate with peers and clients.
- Working knowledge of networking. (Not required, but preferred.)
- Citrix (Not required, but preferred.)



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### **Additional Information**

- Certifications in one or multiple IT technologies is required. (Ex. VCP, MCITP, MCSE/A)
- Functioning personal vehicle for transportation and a valid PA driver's license required.
- Some travel heavy lifting may be required.

### **Classification Information**

- Level/Department: Technical Level I
- Reports to: Project Manager
- Date Reviewed: 09/30/2019