



Systems Engineer II

The Systems Engineer II will be responsible for successful implementation of server, virtualization, storage, networking, and voice projects at an advanced level. The Systems Engineer II position 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 4-7 years of overall information technology experience.
- Minimum of 5+ years in systems administration and implementation.
- Demonstrated applied knowledge of Windows Server SBS/2003/2008/2012/2016+.
- Demonstrated applied knowledge of Active Directory, DNS, DHCP, DFS, File, Print, WSUS.
- Demonstrated applied knowledge of Exchange 2010/2013/2016+.
- Demonstrated applied knowledge of VMware ESXi 4.x, 5.x, 6.x+ and/or Hyper-V.
- Demonstrated applied knowledge of VMware View (Horizon) and or DaaS (Desktop as a Service).
- Demonstrated applied knowledge of Terminal Services/Remote Desktop Services.
- Demonstrated applied knowledge of SANs (Storage Area Networks); Dell EqualLogic, Compellent, or Nimble preferred.
- Demonstrated applied knowledge physical and virtual backup technologies; Veeam or Datto preferred.



- Working knowledge of networking (switching, firewalls, routing) is preferred.
- Working knowledge of Citrix is preferred.
- Strong written, organizational, and communication skills with the ability to work well and communicate with peers and clients.
- Strong time management skills and multitasking abilities.
- Excels in a team-oriented work environment.
- Must possess excellent technical aptitude and a desire to learn constantly.
- Familiar with standard concepts, practices, and procedures.
- Previous consulting experience preferred.

Additional Information

- Certifications in or from multiple technologies/vendors, such as MCSA, MCSE, VCP, CCNA, etc. are required.
- Bachelor's or Associate Degree in a technical field or equivalent experience is required.
- After normal business hour availability (weekends, evenings, holidays, etc.) is required, both for on-call and for scheduled outages during client projects.
- Functioning personal vehicle for transportation and a valid PA driver's license required.
- Some travel and heavy lifting may be required.

Classification Information

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