

Systems Engineer I (Incident Response)

The Systems Engineer I – Incident Response (IR) support specialist will be primarily responsible for supporting post cyber security incident infrastructure restoration. Subsequent responsibilities include supporting team members with client projects. These tasks include successful implementation, administration, and support of Windows, VMware, storage, and network technologies. The Systems Engineer will work closely with Project Management, senior System Engineers, Networking Engineers, Cloud Engineers, Security Analysts, and Service teams on analysis, specification, implementation, and support for these technologies.

Principle Accountabilities:

- Act as technical liaison for IRs and supports client projects.
- Work with other Systems Engineers to develop project requirements in collaboration with project management and clients.
- Work with Security Analysts to prioritize, clear, and restore client infrastructure.
- 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 IR processes or project processes
- 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 compliance with and adherence to all Information Security Policies and privacy policies. Must protect and keep 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:

REQUIRED

- Minimum of 2+ years in systems administration.
- Windows Server 2003/2008/2012/2016/2019+
- Active Directory, DNS, DHCP, DFS/File, Print, WSUS
- Exchange 2010/2013/2016/2019+
- VMware ESXi 6.x/7+
- 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.

PREFERRED, NOT REQUIRED

- Hyper-V
- VMware View (Horizon)
- Terminal Server/Remote Desktop Services
- Working knowledge of networking.
- Citrix
- Certifications in one or multiple IT technologies. (Ex. VCP, MCITP, MCSE/A)
- Functioning personal vehicle for transportation and a valid PA driver's license (if local to Greater Pittsburgh Region).
- Some travel and heavy lifting may be required (if local to Greater Pittsburgh Region).

Classification Information

- Level/Department: Technical Level I
- Reports to: Project Manager
- Date Reviewed: 09/30/2021