

Senior Systems Engineer

POSITION SUMMARY

Senior Systems Engineers are responsible for creating emotionally driven experiences and relationships with our clients and team members each and every day. This position will consist of onsite technical support for end users, as well as project implementation tasks related to professional services engagements. The Senior Systems Engineer will actively listen to client and internal stakeholder problems and concerns in order to effectively remediate issues, as well as understand how to work within project scope, budget, and timeline. Support is regularly onsite and understanding how to project confidence and comfort in stressful or complex situations with a client is essential. Each Systems Engineer will escalate within and outside of the team in order to ensure client service and experience is set to the highest levels. Responsible for acting as technical escalation point and mentor for support staff, as well as ticketing management and systems documentation creation is required.

ESSENTIAL FUNCTIONS

- Creating unforgettable customer experiences every day
- Quickly and professionally address customer issues
- Provide front-line technical support for customer Information Technology Systems
- Document steps to remediation of issues in a detailed and professional manner
- Work with support team, project team and management to ensure issues are processed quickly and effectively for the highest support levels
- Provide friendly and positive support for clients over the phone and in-person that exudes personal touch and professionalism
- Ensure incidents and project tickets are filled out according to company standards
- Required to participate in an after-hours and on-call rotation to provide support to emergency client issues
- Time must be entered accurately to ensure the best service standards for our clients and to ensure that billability metrics are met
- Perform complex configuration, and troubleshooting to software or equipment configurations, following design or installation specifications and best practice
- Some training of clients/internal stakeholders in the proper use of hardware or software
- Answer user inquiries regarding computer software or hardware operation to resolve problems
- Implement hardware and software solutions as designated within complex project plans and deliverables
- Refer major hardware or software problems or defective products to vendors or technicians for service
- Provide mentorship and leadership for team members
- Delegate tickets and tasks for the team as needed
- Serve as an advanced problem solver with creative solutions and a focus on long-term stability
- Document client solutions and changes in a professional and technical manner for other engineers and support personnel to use for understanding a solution or troubleshooting a problem in the future

TECHNICAL REQUIREMENTS

- Bachelor's degree and/or four plus years related experience
- MCP/Net+/A+ Certification or equivalent experience
- 4 years' experience in customer service or support center systems
- Must be able to document details well - logically plan and provide structured outlines for the implementation or changing of client networks or workflows
- Document client issue well from first receipt through resolution and follow-up
- Ability to manage personal workload and daily schedule in order to achieve tasks and goals of the team and projects assigned

Must be proficient at an advanced level in most of the following technologies:

- Client/Server application interaction
- Basic web systems
- Exchange
- Microsoft Server
- Windows 10
- Azure and O365

- Firewalls such as SonicWall, Juniper and/or Cisco
- Routers and Switches
- Wireless Solutions and Access Points
- Active Directory - GPOs, Policies, Sites, Users, Groups and Security
- Anti-Virus Software
- MS Office (Word/Excel/PowerPoint), Outlook
- Internet Explorer and Web Based add-ons (ActiveX, Java client)
- TCP/IP Connectivity
- DHCP
- DNS
- Rack Cabling
- Colocation facilities and protocols

Must be proficient at an intermediate level in most of the following skills:

- Enterprise onsite and offsite backup solutions
- Terminal Services and Citrix
- Virtualization Software such as VMware
- SAN and Network Storage Solutions
- VPN hardware and software
- Microsoft Visio
- ConnectWise

KEY SKILLS

- Keen ability to solve problems
- Ability to logically plan
- Strong oral and written communication
- Continual desire to learn, absorb, and apply new information and skills
- Extraordinary focus on customer service
- Innate ability to multi-task and stay organized
- Exhibit a professional demeanor and strong interpersonal skills
- Ability to interact in a variety of situations to include customer service, orientations, training and networking
- Ability to interact and communicate professionally with C-Level management