



## System Engineer

**Job Title:** System Engineer

**Department:** Service and Support

**Reports to:** Field Manager

### GENERAL SUMMARY:

The System Engineer is a strategic technical position within the organization. This position is responsible for maintaining the design and integrity of customer's software systems, along with coordinating complex projects.

### Essential Duties and Responsibilities:

- IT support relating to technical issues involving Microsoft's core business applications, as well as virtual environments built on Citrix, Microsoft, and VMware
- Design, implementation, and support services for Microsoft related technologies: Windows Server, Exchange, SQL, SharePoint, etc.
- Engineer and implement system solutions for customers using technologies that meet their needs
- Implement and support disaster recovery solutions
- Technical services and support at the network level: WAN and LAN connectivity, routers, firewalls, and security
- Remote access solution implementation and support: VPN, Terminal Services, and Citrix
- System documentation and consulting services to include system reviews and recommendations
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages

### Additional Duties and Responsibilities:

- Improve customer service, perception, and satisfaction
- Ability to work in a team and communicate effectively
- Escalate service or project issues that cannot be completed within agreed service levels
- Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs
- Document internal processes and procedures related to duties and responsibilities
- Responsible for entering time and expenses in CRM as it occurs
- Understand processes in CRM by completing assigned training materials and blueprints on the CRM University
- Work through project tickets and phases in CRM as assigned by a Project Manager
- Enter all work as service or project tickets into CRM
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry

**Knowledge, Skills, and/or Abilities Required:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, Citrix CCEA or CCIA, SonicWall CSSA, Cisco CCNA, or VMware VCP
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
- Diagnosis skills of technical issues
- Ability to multi-task and adapt to changes quickly

- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization's key IT services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast moving environment