



Job Description

Job Title: Technology Tier III Engineer- Systems

Department/Division: Systems Professional Services

Reports To: Director of Professional Services - Systems

Job Summary:

The Tier III Engineer is a key position on our technology team that designs, implements, and maintains systems solutions for clients. While working in fast-paced environments, the position's primary focus is to implement server, storage, virtualization, and IaaS projects, and interface with clients to help them manage the technical components of those technologies.

Responsibilities:

- Implement exciting, best-in-class systems technology projects
- Provide client assistance by receiving support escalations. Collaborate with internal and vendor technical resources until a solution is reached
- Communicate both big-picture business drivers and technical details throughout projects
- Attend vendor training, conferences, webinars, and continuing education to maintain current knowledge of relevant technology and research industry best practices
- Gain and maintain certifications in areas of expertise
- Advocate positive culture, especially with Tier I and Tier II engineers
- Provide feedback to executive and technical teams to participate in functionality roadmap planning
- Benchmark, analyze, report on and make recommendations for the improvement and growth of professional and managed services technology infrastructure
- Document technical articles or knowledgebase for use by other technical support personnel and/or clients and partners
- Perform other tasks as needed or requested

Desired Experience, Skills, Abilities:

- 5+ years of related information systems experience with 3+ years work experience with enterprise-level server, storage, virtualization, IaaS cloud, or BDR solutions
- Certifications are highly encouraged, especially in systems technologies
- Client-facing communication & soft skills to work with management, client IT contacts, and technical vendors on technical issues as they relate to projects or client needs
- Sharp troubleshooting skills: you can fix anything
- General Microsoft Windows Server (IIS Active Directory, DNS, DHCP)
- Server and enterprise-level hardware (Cisco UCS, also HP and Dell)
- Storage Solutions (Pure Storage, also HP, Dell, other storage vendors)
- Virtualization (VMWare, also Hyper-V)

- Microsoft Hosting Technologies (Office 365, Azure, Azure AD)
- Backup/DR Solutions (Rubrik, Datto, other BDR solutions)
- Scripting and automation skills
- Entrepreneurial mindset with the understanding of revenue growth as a business driver
- Familiarity with enterprise procedures (change control, incident response)
- Associates or bachelor's degree
- Linux experience a plus
- Experience with compliance standards a plus (PCI, SOC, HIPAA)
- Basic development, programming, or database administration exposure a plus
- Excellent communication & soft skills to work with management, end users and technical vendors on technical issues as they relate to proposals or client needs
- High level of self-motivation with a keen attention to detail
- Ability to manage multiple priorities and add value under the pressure of time constraints in a fast-paced, collaborative environment
- Ability to travel in various capacities, for example but not limited to client sites, training seminars, trade shows and corporate events
- Ability to work in an environment which may require sitting for extended periods of time, dexterity of hands and fingers to operate a computer keyboard, mouse, power tools and to handle other computer components, lifting and transporting moderately heavy objects, such as server and network components, computers and peripherals