

Department: Corporate Services

Division: Information Technology

Reports to: Manager of Information Technology

Position Objective/Summary

The Systems Engineer is responsible for all remote and on-site service and support needs for our customers and reports to the Information Technology Manager. This relates to all technology, which includes workstations, servers, printers, networks, and vendor specific hardware and software.

Duties & Responsibilities

- IT support relating to technical issues involving Microsoft's core business applications, as well as virtual environments built on Citrix and Microsoft
- Responsible for all ERM software and implementation systems
- Administration and Support services for Microsoft related technologies: Windows Server, Active Directory, Azure, Office 365, SQL Server, SharePoint, Windows 10 etc.
- Technical services and support at the network level: WAN and LAN connectivity, Site to Site VPN's, Routers, Firewalls, Switches and Security
- Technical services and support of IP Phones and Business Phone Software
- Remote access solution implementation and support: VPN, Terminal Services, and Citrix
- System documentation 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 issues that cannot be completed within agreed service levels
- Communicate to customers: keeping them informed of progress, notifying them of impending changes or agreed outages, etc.
- 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

- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry

Work Schedule

Generally, 8:30-4:30, Monday to Friday, however, work outside of these hours and on weekends will be required from time to time.

Education

- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, Citrix CCEA or CCIA, SonicWall CSSA, Cisco CCNA, or VMware VCP

Experience

- 5+ years of related IT experience
- Experience with ERM and Cloud base

Knowledge

- Strong knowledge of ERM and Cloud based systems
- 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

Skills & Abilities

- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
- Self-motivated with the ability to work in a fast moving environment
- This particular position will require superb interpersonal skills and a comfort in customer-facing support.
- Ability to multi-task and adapt to changes quick

Reviewed by department and approved by:

Scott Luey – Chief Administrative Officer

Date