

Job Title:	Systems Engineer II	Status:	Exempt
Supervisor:	Chief Information Security Officer	Hours:	Full time (40)

Summary:

The System Engineer II position is a key strategic contributor to the success of quoting, selling, implementing and managing our client’s networks and infrastructures. This position is responsible for maintaining the design and integrity of client’s infrastructure systems, engaging in complex projects, and implementing hardware and software solutions. Additionally, the System Engineer II will resolve complex incidents for clients and, by constantly monitoring the alerts generated by our tools, resolve incidents before our clients are aware.

The appropriate candidate will possess a minimum of one current accredited certification from any of Valor Technologies’ core applications. The candidate must also be able to demonstrate competency in that certification.

Key Responsibilities:

1. Plan and participate in system and major release updates
2. Provide administration and advanced-level engineering support for technical issues involving Microsoft's core business applications: O365, AAD, AD, MS SQL and Exchange
3. Provide administration and advanced-level engineering support for technical issues involving network-based technologies: WAN and LAN connectivity, VPNs, routers, firewalls and security
4. Provide administration and advanced-level engineering support for technical issues and incidents involving Veeam Backup and Disaster Recovery technologies
5. Participate in unplanned business continuity events and scheduled testing
6. Provide administration and advanced-level engineering support for technical issues involving VMware and Hyper-V virtualization platforms
7. Provide administration and advanced-level engineering support for technical issues and incidents involving SIEM solutions
8. Provide design support services for Microsoft-related technologies: Windows server, Azure Active Directory, MS SQL, etc.
9. Provide design support services for other cloud-hosted solutions: Google Workspace/G Suite, O365, etc.
10. Investigate service delivery tickets that have been escalated to higher-level support and provide mentorship wherever possible
11. Responsible for the management of Valor Technologies' monitoring systems—utilized for system performance metrics and incident handling
12. Identify, create and maintain engineering system documentation for Valor Technologies’ application configurations and hosted services infrastructure
13. Participate in consulting services that may include system reviews and recommendations
14. Participate in quarterly technical business reviews with clients where appropriate
15. Communicate with clients as required in a timely and professional manner, keeping them informed of incident progress, impending changes and agreed upon outages
16. Demonstrate the ability to create and maintain advanced-level scripts
17. Identify ways to improve customer service, perception and satisfaction
18. Escalate service or project issues that cannot be completed within agreed service levels to the appropriate peers

19. Exhibit knowledge of the Valor Technologies core client base and how technology relates to their business strategy and goals
20. In-depth knowledge of the Valor Technologies service catalog and how it relates to customer's needs
21. Identify, create and document internal processes and procedures related to duties and responsibilities
22. Responsible for entering tickets and project time, including any expenses, into Valor Technologies' PSA system in a timely and accurate manner
23. Professional and timely completion of project tasks as assigned by Valor Technologies' project management
24. Continual review of technology advancements, maintaining up-to-date status with current and future technologies emerging in the industry
25. Demonstrate understanding relating best practice to compliancy standards
26. Understand and improve Autotask processes and utilization to enhance automation
27. Emergency participation in an on-call rotation
28. Additional tasks as assigned

Qualifications:

1. Associate's or bachelor's degree
2. Four (4) years of IT or related experience
3. Four (4) years of customer service experience
4. One (1) vendor-accredited advanced certification (in Valor Technologies' tech stack)
5. Five (5) – Ten (10) years of experience working in a hosted services model using current industry platforms
6. Excellent organizational skills
7. Excellent verbal and written communication skills
8. Ability to scope and provide workload assessment to required tasks
9. Preferred demonstrated experience:
 - Microsoft server and domain administration: Windows 2008/2012 server and later
 - Azure Active Directory design and administration
 - API integrations and SCIM provisioning

Skills & Knowledge:

1. Ability to script and use command line interfaces effectively
2. Experience with Storage Area Networks and storage protocols
3. Strong written communication and presentation skills
4. Ability to plan and anticipate future needs
5. Ability to learn and mentor new concepts to other team members
6. Strong interpersonal skills, such as active listening and customer care
7. Ability to multitask and adapt to changes quickly
8. Ability to work in a team and communicate effectively
9. Service awareness of the organization's key services for which support is being provided
10. Understanding of support tools, techniques and how technology is used to provide services
11. Self-motivated with the ability to work in a fast-paced environment
12. Perceived capacity to exude personal credibility and professional integrity
13. Positive attitude towards people and problems
14. Ability to self start, work independently and achieve a high standard to meet multiple deadlines
15. Explicitly proficient communicator



16. Above-par working capacity to participate in small and large projects with great attention to detail
17. Work effectively with staff in a team-oriented environment with a positive, can-do attitude
18. Adept in developing and maintaining strong relationships with management, staff, vendors and clients
19. Exhibit a high degree of professionalism, balanced business judgment, tact and diplomacy
20. Excellent problem-solving skills in both mundane and highly-sensitive, albeit complex situations
21. Scripting knowledge (i.e., Windows command line, VBScript, PowerShell, etc.)
22. Working knowledge of Microsoft RDS environments
23. Working knowledge of virtual desktop infrastructure environments
24. Understanding of backup solutions and best practices for online, disk and media-based solutions