

Location

Miramar, Florida or Charlotte, North Carolina

Job Description

Responsible for the deployment for all production changes and new builds. Engineers also discuss clients' requirements and define the scope of clients' IT projects. They must clarify clients' system requirements and specifications. They must document problems and resolutions. They must keep themselves up to date with various software and hardware technology. They must be able to work in a team environment. They are responsible for client knowledge transfer and therefore need to be able to speak in front of clients.

Responsibilities

- Prepare for, document, test, and execute all changes to production and nonproduction environments.
- Execute on requests for design, installation, configuration, upgrading and deploying enhancements to software/hardware/network systems.
- Handle all Change Tickets based on project manager and incident manager assignments.
- Handles escalated tickets defined by SLA.
- Execute new installations and migrations.
- Facilitate development and implementation of improvements to client's information technology systems.
- Document client systems and requirements for both advisory and implementation services.
- Produce RCAs as required by SLAs.
- Interact with customers via phone, email, web portal, and onsite.
- Ensure day-to-day operations of internal technology infrastructure.
- Required to travel up to 70% of the time based on client requirements.
- Systems Engineers are on call 24x7x365 for escalated support.

Preferred Education & Experience

- 3-6 Years Previous System Engineer Experience
- Bachelor's Degree or Equivalent Experience
- Citrix Technologies: XenApp, XenDesktop, NetScaler, CloudBridge, EdgeSight, Provisioning Server, Application Packager, etc.
- Microsoft Technologies: Active Directory/Windows Administration, Terminal Services, DFS, DHCP, Clusters, SQL, DNS, Multi-Site Deployments, Multi-Domain Environments, etc.
- VMware Technologies: ESX (3, 4, 5), VMware View
- Storage Technologies: iSCSI, Fiber, NFS, CIFS
- Networking Concepts: Switches, Gateways, Routers, Firewalls, VPN, VLAN
- Worked in a SOX and/or PCI Compliance Environment
- Certifications in above technologies is preferred
- Solarwinds/N-Able experience a plus