



Summary

We're seeking an experienced IT Systems Engineer who's eager to use and grow his technological skills in the environment. In this role, the successful individual will protect our critical information, systems, and assets, build solutions, implement new software and hardware, provide training, and assist in the development of an overall IT strategy.

Sample job duties

- Serve as a front-line Service Desk support technician and handle all support requests to receive, triage and facilitate a resolution.
- Azure Microsoft system administrator.
- Data migration windows to Azure cloud
- System administrator, server backups, Data center monitoring.
- Network infrastructure, Camera, cables wire, Switches, monitoring of network.
- Windows server 2003 to 2012 migration, configuration, and installation process.
- UDM & Windows server, Ubiquity networking setup.
- O365 Microsoft Administrator
- Maintain an operational knowledge of the latest Mac, Windows, VM and OS server and desktop features, best practices and system/application configurations
- Manage all endpoints by monitoring, securing, updating, patching, troubleshooting, automating and optimizing server, laptop, desktop and mobile systems
- Configure new-hire systems and perform IT on-boarding for new employees
- Act as a local point of contact for hands-on and eyes-on activities in the server/networking room
- Collaborate with vendors and management when working on organizational projects or new initiatives
- Implement, improve and document new and existing policies, procedures and processes for all IT systems
- Maintain inventory and take ownership of asset procurement, delivery and shipping
- Provide support for all IT equipment in the office
- Complete tasks assigned by the manager in a timely manner which may involve providing support to other areas of the business, as required
- Knowledge on resolving L1 to L3 level issues for employees to management level.

Required Skills

- Effective communication, ownership, and follow-through in tracking, troubleshooting, and bringing to resolution assigned tasks.
- MCP/MCSE/ MCSA/Azure Administrator will be an add-on
- Ability to explain complex technical concepts/procedures/policies to non-technical internal customers; collaborate and coordinate with members of other teams to track, isolate, and resolve technical issues
- Knowledge of OS (Window and iOS) concepts and AD maintenance, with Security Group management
- Tangible understanding of security best practices, worst practices, concepts and real-world application
- Complete understanding of networking concepts: TCP/IP, DNS, IP addressing, connectivity troubleshooting, cabling (straight through vs crossover, patch panels and patch ports, tracing/toning cables and troubleshooting wiring issues, etc...)
- Familiarity with iOS at desktop and server level