

Title: Systems Engineer_____

Department: Service Support_____

Exempt/Non-Exempt: Exempt_____

Job Status: Full-Time_____

Pay Range: Depending on Experience_____

Job Category: Level II_____

Position Summary and Responsibilities:

Convergence Networks is looking for a well qualified Systems Engineer to provide support to our customer base working in a fast paced environment. As a senior position, the ideal candidate will have a thorough understanding of the technical requirements for this role, in addition to strong customer service skills with an emphasis in time management and organization. Responsibilities for the Systems Engineer includes managing, maintaining, and administering new customer networks, performing network assessments, and working closely with Technical Services Directors to maintain customer relationships. While performing network assessments, it will also become necessary to make recommendations to the customer on best practices for their IT solutions and provide direction on those recommendations both internally and externally.

Additional roles in the position include:

- Manage, maintain, secure, and administer new customer networks based on best practices and industry standard methodologies
- Initiate and configure monitoring of key services
- Interface with customers to detail and explain critical technological issues and recommend solutions
- Perform network assessments
- Create network overview reports based on outcome of network assessment
- Perform network design tasks to develop appropriate solution that meets customer needs
- May be required to provide emergency on-call support
- Respond to incoming customer requests (phone and email)
- Prepare scope of work documents and project plans for execution by technicians
- Work with Project Manager/Technical Services Director to coordinate details, dates, and times for projects
- Document all issues in ticket tracking system to ensure full ownership, monitoring, control, and tracking
- Troubleshoot and resolve advanced issues remotely and onsite
- Provide technical guidance and mentoring to junior technicians in regard to successful resolution of issues, best practices, and network administration
- Fulfill active and consistent role as Change Manager for client networks to ensure changes are comprehensively considered and implemented without creating service interruptions or outage
- Drive new networks toward consistent, best practice implementations that provide maximum uptime, minimal downtime, and maximum availability

Skills Required:

- Demonstrated performance supporting small and medium sized businesses
- Expert ability to work with customers remotely and onsite
- Extraordinary troubleshooting skills
- Excellent written and verbal communication
- Team player
- Ability to sense customer urgency and prioritize based on urgency
- Multi-tasking ability
- World class customer service and interpersonal skills
- Ability to triage incoming customer issues quickly and efficiently

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- Manage time effectively with strong organizational skills
 - Self starter
 - Ability to work independently as well as in a team environment

Preferred Skills:

- Project management skills
- Understanding of fundamental business operations and basic accounting, including Cash Flow and P&L statements
- Ability to determine risk assessment with regards to Meantime to Repair and Meantime between failures with regards to business needs vs. cost.

Education and/or Experience:

- Associates or Bachelors degree in IT or related field
- MCSE or MCSA certifications preferred
- 4 – 6 years minimum of relevant experience
- Previous experience in IT project management or implementing solutions to small organizations or independent business owners
- Systems Engineer or Administration

Technical Understanding of the Following:

- Desktop Operating Systems (Windows 98 / NT4 / 2000 / XP)
- Server Operating Systems (Windows NT4 / 2000 / 2003, SCO UNIX, Linux)
- Email Servers (Exchange 5.5 / 2000 / 2003)
- Tape Backup Solutions (Veritas Backup Exec 8.5 / 8.6 / 9.0 / 9.1 / 10.0, DAT, DLT, LTO, AIT)
- Enterprise Antivirus Solutions (Symantec Enterprise Edition)
- Firewalls (Cisco PIX, Netscreen, Fortinet, SonicWall)
- Routers (Cisco 1600 / 1700 / 2500 / 2600, Linksys)
- Wireless Access Points (Cisco, Linksys)
- Database Servers (SQL Server 2000)
- Directory Services (Active Directory, Group Policy)
- Web Servers (IIS)
- Internet Protocols (DNS, SMTP, TCP/IP)
- Remote Application Servers (Citrix MetaFrame, Windows Terminal Services)
- Software Volume Licensing Programs (Microsoft Open License, Symantec, Veritas)
- Server Hardware (Dell PowerEdge, Intel Whitebox)
- VPN (Remote Access, Site-to-Site, IPSEC, PPTP)
- Wide Area Network Technologies (FT1/T1/T3, DSL, Frame Relay)
- Remote Control Utilities (VNC, GoToAssist, PcAnywhere)
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Requirements:

- Reliable and insured vehicle
- Clean driving and criminal record

Benefits:

Convergence Networks has been rated as one of the Top 100 Places to Work in Oregon for the fourth consecutive year, as listed in Oregon Business Magazine. We offer many benefits to employees including:

- 401k match
- Medical, Dental, and Vision insurance
- 100% paid life insurance policy
- Optional short-term and long-term disability
- Certification and education reimbursement
- Competitive Paid Time Off (PTO) policy

Applicants must send their resume, salary requirements and cover letter to hr@cnwi.net for consideration. Convergence Networks is an Equal Opportunity Employer.