Systems Engineer Job Description

A Systems Engineer is responsible for supporting equipment in a Microsoft Windows environment, from design through implementation and support. A System Engineer performs a wide variety of installation, configuration and upgrading of workstations, servers and related hardware and software in a LAN, WAN and stand-alone environment. A System Engineer provides investigation, diagnostic testing and repair/resolution of system, hardware, software and infrastructure.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Complete configuration, installation and support of equipment in a Microsoft Windows environment to the specifications of client proposals
- Troubleshoot and resolve computer and telephony related issues when contacted by clients by providing both on-site and remote support
- Maintaining software applications, operating systems and regular maintenance.
- Managing assigned projects and program components to deliver services in accordance with established objectives.
- Responding to inquiries from staff, administrators, service providers, site personnel and outside vendors and etc. to provide technical assistance and support
- Supervising the administration of systems and servers related network to ensure availability of services to authorized users.
- Complete time logs in Tigerpaw within 48 hours of completing tasks to ensure accurate and timely time tracking, project management and billing of customers
- Any other duties as assigned by management

REQUIRED SKILLS:

- Technical, analytical, interpersonal and organization skills required
- Associates Degree
- MCP - Microsoft Certified Professional
- Maintain two Microsoft competency requirements to enable company to maintain Microsoft Partner Network Membership
- Excellent working knowledge of up-to-date desktop applications
- Knowledge of Windows Servers, workstations, MS Exchange, VMware, Citrix, anti-virus and other various software applications
- Ability to communicate in an understandable, polite and friendly manner, both written and verbal.
- Ability to work well with others, as well as independently. Attention to detail.
- Strong organizational skills and ability to multi-task in a small business environment
- Must hold a valid driver's license with no restrictions and possess reliable transportation
- The ability to bend, squat, crawl or climb 75-95% of the time, and lift up to 100 pounds
- Availability in response to needs of the customer for installation, maintenance and equipment malfunctions