

## POSITION FOR Systems Engineer

### *Primary Relationships:*

- **Internal Department or Team:** Service Department
- **External Relationships:** Clients & Vendors
- **Reports to:** Service Manager

### *Supervisory Responsibilities:*

There are currently no supervisory responsibilities involved with this position.

### *Job Summary:*

The Systems Engineer has the ability to design a network system and maintenance plan for that system, and has heavy expertise in Microsoft server technologies, such as Exchange, SQL, and other core server products. The Systems Engineer position exhibits a high level of technical knowledge that can be applied to customer's technical issues and problems. This position is responsible for a higher level of support of client networks and infrastructure. The Systems Engineer and will assist other technical staff members in resolving issues or developing technical solutions for company's customers and to effectively research and design technical solutions for customer opportunities. The Systems Engineer will be expected to maintain TechSage Solutions positive reputation with existing clients through exceptional service delivery. You will also provide onsite and remote desktop support to our clients who have critical response time requirements for their business technology systems. You will work independently to answer service desk calls, urgently analyze technical issue(s), troubleshoot over the phone and via remote log-in, and escalate problems to Level 4 support when appropriate. You will multi-task to support a variety of network and end-user environments with executives, business owners, managers and end users. You must demonstrate superior communication skills to respond to diverse clients with urgent needs while recognizing they are looking for solutions, not technical explanations. You will also perform service and preventative maintenance activities on products, and assists in installations and deliveries. Other projects may be assigned.

### *Expectations:*

1. Utilization rate of 75% or higher (Utilization is determined by the total number of billed hours to client activities in a given month.)
2. Achievement of approved professional development goals.

3. Continual improvement of other competencies and KPI's as indicated in the section titled "Competencies" below and according to the quarterly performance review.
4. Achieve a score of 80% or more on Customer Satisfaction Surveys.
5. 100% of all service order information entered on a daily basis.

***Prospective Time Allocation:***

- 75% Billable hours installing, troubleshooting and resolving technical issues
- 10% Personal Technical Education
- 5% Paperwork/Billing
- 5% Assistance to Other Technical Staff
- 5% Other Duties as Assigned by the Company

***Duties and Responsibilities:***

- **Technical**
  - Design, install, and support specific technology solutions for our clients.
  - Manage, maintain, troubleshoot and support our users' networks, equipment, software, and other related services.
  - Identify user problems while working within a structured problem management and resolution process to remediate them.
  - Work with other internal and external resources and vendors to deliver effective support services.
  - Identify, document and troubleshoot users computing issues to resolution while maintaining customer satisfaction.
  - Utilize PSA, RMM, and other service-specific tools and technologies to deliver onsite and remote user support services.
  - Update service order information with accurate documentation of all activities conducted.
- **General**
  - Develop and maintain relationships with customers that further enhance TechSage Solutions positive reputation through exceptional customer service.
  - Maintain a professional and clean appearance.
- **Professional Development**

- Participate in ongoing training and attainment of various manufacturer and software certifications.
- Develop personal skills to work efficiently both, individually and as a member of the Service Department.
- Participate in company-sponsored job related activities.

### ***Competencies:***

To perform the job successfully, an individual should demonstrate the following competencies:

- **Business Ethics** - Treat people with respect; Keep commitments; Inspire the trust of others; Work with integrity and ethically; Uphold organizational values.
- **Communications** - Express thoughts clearly in written form; Articulate verbal thoughts understandably; Demonstrate active listening skills; Comprehend information heard; Use appropriate communication methods; Keep others informed.
- **Conflict Resolution** - Maintain calm under pressure; Encourage respectful dialogue; Confront difficult situations without bias; Act within realistic timeframe for resolution; Resolve conflicts through fair negotiation.
- **Consistency** - Follow through as promised; Confirm people know each other's expectations; arrive to and complete meetings on time; Meet with direct reports in-person or by phone regularly; Change decisions rarely.
- **Cost Consciousness** - Save money without lowering quality of service; Perform within approved budget; Conserve TechSage Solutions and customer's resources; Develop profitable new revenue streams; Identify new ways to lower costs.
- **Managing Multiple Priorities** - Manage multiple commitments and/or projects; Plan and utilize time efficiently; Respond to changing customer needs; Resolve conflicts to deliver on schedule; Complete work in order of customer priorities.
- **Problem Solving** - Identify problems in a timely manner; Gather and analyze information skillfully; Develop alternative solutions; Resolve problems in early stages; Work well in group problem solving situations.
- **Teamwork** - Contribute to a positive team effort; Balance team and individual responsibilities; Listen attentively and openly to others' views; Give and sincerely accept feedback; Help the team stay focused on key objectives; Resolve team conflict before it escalates; Place the team's success above own interests.
- **Troubleshooting** - Anticipate problems; Demonstrate critical thinking skills

Communicate with customers as promised; Use diagnostic tools efficiently and effectively; identify, test and implement logical solutions; Follow TechSage Solutions troubleshooting procedures.

- **Knowledge Advancement & Learning** - Attend required training sessions on a regular basis; Strive to learn new products and technologies on his/her own time; Identify and help/teach other technicians when needed; Accept and implement new technology concepts and methods according to company standards and approval processes; Question and Resolve inconsistencies in work according to company standard operating procedures; Achieve training as required under TechSage Solutions training policy

### ***Skills & Qualifications:***

It is impossible to list all of the skills and qualifications that an individual will need to efficiently perform in this position, but we have listed general skills and qualifications that individuals should have or should be striving to achieve in order to be qualified for this position.

- **Education**
  - Associates degree in Computer Science, Information Technology, Business Technology, related field of study, or equivalent work experience.
- **Technical Skills**
  - Proficiency in supporting Windows XP, Vista, and Windows 7.
  - Desktop software such as Microsoft Office Suites
  - Advanced Server support skills and understanding of Windows 2003 and 2008
  - Networks, internet connection issues, as well as be able to configure network devices such as routers.
  - Advanced desktop and router VPN connectivity troubleshooting and configuration (Cisco, SonicWall, OpenVPN, IPSEC)
  - Security software such as Filtering firewalls, Anti-virus, Anti-SPAM, Anti-Spyware, and other security related technologies.
  - Ability to analyze IP traffic patterns and use tools such as wireshark, ethereal, etc...
- **Licenses & Registrations**
  - Valid driver's license
  - Proof of automobile insurance required

- Reliable and suitable transportation that can be used as required to perform job duties, such as a car, SUV, pickup, or minivan. Motorcycles are not acceptable.
- **Other Skills & Abilities**
  - Able to work independently and as part of a team
  - Must be prepared to travel as required
  - Exceptional written and oral communication skills required
  - Self-Motivated
  - Should enjoy learning new things
- **Experience**
  - Minimum 3 Years' experience working as a service technician or related position.
- **Values Qualifications (not required)**
  - 5 or more years of relevant work experience
  - Experience as part of a Microsoft Partner organization
  - Experience working for a managed services organization
  - Bilingual fluency (English required)

***Physical Demands:***

While performing the duties of this job, an individual is regularly required to talk and hear. The person must occasionally lift and/or move up to 50 pounds. The individual is frequently required to stand, walk, sit, and use hands and fingers to handle or feel, and reach with hands and arms. The person must have good close and distance vision, be able to distinguish color and focus easily. The person may be required to climb up and down tall ladders, several flights of stairs and use elevators. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

***Work Environment:***

The noise level in the work environment is usually moderate. Local travel is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Certification Requirements:***

Microsoft MCP  
Microsoft MCDST  
Microsoft MCIPT Server 2008

***Required Reading:***

TechSage Solutions believes that every individual working for the organization should continually be trying to increase their knowledge and skills. Many of the skills needed are not found in technical certifications and technical manuals. Skills such as accountability communications, teamwork and customer service can be found through reading and/or listening to many great books that are available. The following list of books will be added to from time to time.

- Who Moved My Cheese
- The Oz Principle
- The 5 Dysfunctions of a Team
- Death by Meeting
- Getting Things Done
- Raving Fans
- Invaluable
- The Myth of Multi-tasking
- The Happiness Advantage
- The Energy Bus
- Eat That Frog
- The Power of Full Engagement
- The 7 Habits of Highly Effective People
- Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling Any Situation (Perfect Phrases Series)

This position requires that you have read 3 of the books on the above list.

***Intent & Functions of Job Descriptions:***

Job descriptions assist our company in making certain our hiring process is fairly administered and qualified employees are selected. We view job descriptions as essential to our performance appraisal system and related promotion, transfer, layoff, and termination decisions. Well-written and maintained job descriptions are also an integral part of our compensation system.

All job descriptions are reviewed to ensure only essential functions and basic duties have been included. Requirements, skills, and abilities included have been determined to be the minimal standards necessary to successfully perform the job whereas peripheral activities that are only incidentally related to the job have been excluded. In no instance should the requirement, skills, and abilities be interpreted as all-inclusive.

Supervisors may assign additional appropriate activities and requirements. It is possible requirements may be modified to reasonably accommodate disabled individuals in accordance with the Americans with Disabilities Act. At no time will accommodations be purposefully made which may pose serious health or safety risks to the employee or others, or which impose undue hardships on our company.

Job descriptions are not intended as and do not create employment contracts. Our company is an at-will employer. At any time, employees can be terminated for any reason not prohibited by law.