

# Northbridge Professional Technologies



## Systems Engineer (Level III)

### JOB DESCRIPTION:

Identify, troubleshoot and resolve problems encountered by clients with varying servers, desktop systems, and cultures; provide technical support to clients regarding computer hardware and software; troubleshoot network cabling systems; install configured network equipment; provide technical expertise to clients regarding optimal set-up for software, hardware and network use; install, configure, monitor and troubleshoot a wide range of network and data communications software and hardware; assist clients in various software applications and network-related procedures; provide technical support to other engineers and perform related work as required.

### KEY RESPONSIBILITIES AND DUTIES - Other duties may be assigned.

- Perform network troubleshooting to isolate and diagnose common network problems.
- Upgrade network hardware and software components as required.
- Install, configure, and troubleshoot Microsoft Server 2008 R2/2012/2016 and associated assemblies
- Plan and implement server migrations from Server 2003 to 2008R2/2012/2016
- Respond to the needs and questions of clients concerning their access of resources on the network.
- Establish network user accounts, user environment, directories, and security for networks being installed.
- Troubleshoot connectivity issues on networks – i.e. data cable connections, component to network switch connections, modem to router scenarios
- Diagnose and troubleshoot issues with a variety of 3rd party software applications and main line of business applications.
- Design and diagram network infrastructures
- Troubleshoot virtual server environments using VMware and Hyper V.
- Perform Microsoft server installations and upgrade of existing server installs
- Perform onsite and remote troubleshooting to isolate and diagnose common problems.
- Install, upgrade, and configure network printing, directory structures, rights, security, and software on file servers.
- Install and configure Active Directory, group policies, DNS, DHCP, IIS
- Install add-on components such as Exchange Server, SQL Server and Terminal Services.
- Install and maintain network security devices
- Provide technical oversight and support for other engineers

### EMPLOYMENT STANDARDS

#### EDUCATION AND EXPERIENCE:

High School Diploma required with an Associate's degree preferred. Eight years of Information Technology technical hands-on experience using a combination of hardware, operating systems and client-server applications in an enterprise wide distributed computing environment. Industry relevant certifications preferred. A comparable amount of training and experience may be substituted for the minimum qualifications.

#### ABILITY TO:

Identify, analyze and troubleshoot a wide range of complex technical computer- and network-related problems effectively; listen and communicate information to a wide variety of clients and vendors at all levels of skill; deliver customer support both in-person and over the phone in a professional manner; solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; interpret a variety of instructions furnished in written, oral, diagram, or schedule form; learn and apply new technical knowledge quickly; communicate effectively with a diverse client base both verbally and in writing; work independently and as a member of a team; maintain cooperative work relationships; demonstrate sensitivity to, and respect for, a diverse population.

#### KNOWLEDGE OF:

Capabilities and limitations of various computer systems, including local area networks and wide area networks; the principles of information systems design, especially related to multi-protocol, multi- platform client/server environments; principles and practices of networking technologies; mastery of desktop operating systems and various software applications; IP based phone systems. Advanced working knowledge of network technologies (specifically SonicWall) is essential.

#### PHYSICAL REQUIREMENTS:

Must be able to perform physical activities, such as, but not limited to, lifting heavy equipment (up to 50 lbs. unassisted), bending, standing, climbing or walking. Must also be able to tolerate confined spaces. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

#### SPECIAL REQUIREMENTS:

Proficiency in Windows Server 2008/2012/2016; Proficiency in local area networking, disk imaging and Active Directory account/rights maintenance; Expert level knowledge of Windows client operating systems; Experience supporting copiers and multifunction devices hardware and software; Experience with Cloud services; Proficiency in hardware repair for desktops, laptops, printers and other electronic equipment; Proficiency in managed switches, routing protocols, and wireless networks. Experience with infrastructure availability-monitoring software and equipment.