

Job Description

Title: Sr. Systems Engineer, Tier III
Class: Exempt

Department: MSP
Issue Date: 12/14/2021

CC-JD25
Rev. New

Job Title:	Sr. Systems Engineer, Tier III	Job Category:	Systems Administrator
Department/Group:	Managed Services	Position Type:	Full Time
Location:	145 New Hartford St.	Travel Required:	Local Travel (Overnights and Long Distance Rare)
Reports to:	Managed Services Manager		

General Summary:

Responsible for the planning, evaluation, and management of new software, hardware, and telecommunications products within several platforms; Dell, HP, Fortinet, Windows Systems. Will also investigate and diagnose problems found during system integration, test development and test execution. Enforces security procedures and manage network performance.

Job Description

ROLE AND RESPONSIBILITIES

The Tier III Sr. Systems Engineer will be responsible for working with Account managers to develop new or existing business IT infrastructures to meet best practices. The Sr Systems engineer should be able to have a strong understanding of network to be able to develop solutions that are both cost effective while also fitting the needs of the client. This candidate will be responsible for also leading projects. This candidate will be responsible for educating both Account managers and Lower Tier Engineers both on the job as well as educational meetings. The candidate should be capable of documenting infrastructures clearly for other team members to understand their work. CCNY Tech provides document management as well as remote monitoring for end users.

As a Tier III Sr. Systems engineer, you should be able to install operating systems and standup a domain controller from scratch using best practices. The candidate should have an in-depth knowledge of active directory and group policy. The candidate should have knowledge of Hyper-V failover cluster to create highly available infrastructures.

Candidate should have knowledge of networking and routing. Should understand and develop network security policies and procedures.

The candidate is expected to track work by using the ticketing system. The candidate will be expected to help with the ticket queue when there is an influx of tickets or if there is downtime between project work.

The candidate should be able to perform the following tasks:

- Install and configure network equipment – Aruba, Fortinet, and Unifi.
- Install Operating systems – Windows Server 2012 through 2022. VMWare ESXi
- Configure Server Roles such as Hyper-V, Domain Controllers, File and Print Servers domain file server replication, and name spaces
- Manage virtual machines in the following hyper visors: Hyper-V, ESXi, and Stratus
- Microsoft 365 and Azure AD - Email migration, Securing M365 Environments, Domain integration
- Desktop/Laptop/Printers support
- Hard Drive Sanitation/Secure data destruction
- Troubleshoot end-user questions and concerns

- Ensure equipment is fully tested, cleaned and all accessories are in tack
- Obtain manufacture’s certifications to support CCNY Tech’s Product line
- Use CCNY’s ticketing system
- Perform other duties as needed to get the job done or as assigned by management.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor’s degree in Network and computer Security or similar degree program.
- At least 10 years’ experience maintaining network or server infrastructures.

PREFERRED SKILLS

- Understanding of network protocols and VLANs
- Ability to stay on task with minimal supervision
- Ability to multi-task
- Able to perform in high pressure or stressful situations such as catastrophic IT issues.
- Customer service skills via face to face, phone and email
- Professionalism including but not limited to punctuality, grooming and manner of dress

ADDITIONAL NOTES

Hours may vary, hours of business are from 9:00 am to 5:30 pm. After hours support may be required as needed.

Reviewed By:	Jake Sears	Date:	12/3/2021
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time

Acknowledgement of receipt of Job Description

I have received and understand my Job Description. I have been given the opportunity to ask questions on my responsibilities. I will carry out these responsibilities to the best of my ability,

Name Date