

HUGHES-CALIHAN KONICA MINOLTA POSITION DESCRIPTION

Job Title: Systems Engineer
Status: Exempt
Hours: 8:00 AM – 5:00 PM plus additional hours as needed
Reports to: Director of Managed IT Services
Job Description Updated: June 25, 2008

SUMMARY OF POSITION:

Provide remote and on-site technical support for multiple client networks in collaboration with Hughes-Calihan Konica Minolta’s Network Operations Center (NOC) and existing IT staff; design, implement and maintain networks ranging from 5 to 500 users; serve as primary engineer for several accounts; collaborate with Sales and Management to provide clients with strategic planning and technical guidance.

SPECIFIC RESPONSIBILITIES:

- Design, implement and maintain client networks (5 to 500 users) in collaboration with Hughes-Calihan Konica Minolta’s Network Operations Center (NOC) and existing IT staff; support LAN/WAN, data communications, hardware/software, security and other network-related issues; provide strategic direction during large migrations and implementations.
- Create weekly schedule with Director of Managed IT Services, provide remote support; travel between accounts; provide on-site support at client offices.
- Serve as primary engineer for several accounts and as first point of escalation after NOC; develop and strengthen client relationships, attend quarterly client reviews, and assist with strategic technology planning.
- Carry “after hours” pager for one week every other month to handle emergency client issues.
- Collaborate with Sales in pre-sales efforts to provide technical expertise; work with Director of Managed IT Services to conduct network assessments, recommend technical solutions and offer practical guidance to clients.
- Act as a committed team player with NOC, Sales and other engineers; respond quickly to client and NOC requests, maintain appropriate network documentation, and bill work in a timely and accurate manner.

KNOWLEDGE AND EXPERIENCE:

- Five to ten years experience as network administrator or integrator with increasing responsibilities.
- Demonstrated experience managing and maintaining Windows 98/NT/2000/XP/2003, Cisco IOS, TCP/IP, DHCP, DNS, Active Directory, Exchange Server, IIS, Terminal Services, routing and remote access solutions, firewalls, SQL, and Microsoft Office; additional experience with Novell NetWare, Citrix, Backup Exec, Trend Micro, Postini, desktops, laptops and PDAs preferred.
- Demonstrated ability to work autonomously and with minimal supervision.
- Experience with professional service firms or managed service providers preferred.

EDUCATION:

- Bachelor's degree in Computer Science or related field, or equivalent experience.
- Microsoft Certified Systems Engineer (MSCE) required; additional certifications such as Cisco Certified Network Associate (CCNA) preferred.

COMPENSATION:

- An attractive compensation package with benefits tailored to experience, including medical and dental insurance, 401(k), mileage allowance, PDA allowance and laptop.