



Position Description

Job Title	Systems Engineer	Job Type	Exempt – Level 38
Department	Professional Services	Report To	Director, Professional Services

Positions Summary

The Systems Engineer's role is to ensure the stability, integrity, and efficient operation of the information systems that support core organizational functions at DSS clients. This is achieved by project assignments or long-term managed services which can include design and implementation, monitoring, maintaining, supporting, and optimizing infrastructure solutions. The Systems Engineer will apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues in order to maximize the benefit of IT systems investments.

Responsibilities/Duties

1. Client Consulting

- Work with DSS sales teams to interface with decision makers and stakeholders at DSS clients to define business requirements and systems goals, and to identify and resolve business systems issues.
- Collect information to analyze and evaluate existing or proposed systems.
- Work as a team member with other technical DSS staff to ensure connectivity and compatibility between systems in a client solution. Collaborate with DSS and client staff to ensure smooth and reliable operation of software and systems for fulfilling business objectives and processes.

2. Acquisition & Deployment

- Conduct research on software and systems products to justify recommendations and to support sales efforts.
- Design and deploy new applications and enhancements to existing applications, software, and operating systems.
- Perform cost-benefit and return on investment analyses for proposed systems
- Assist with written project estimates in detail (SOW).

3. Operations

- Assist with the support of internal infrastructure requirements. Ensure that infrastructure provides the business support necessary to support internal systems.
- Troubleshoot and resolve hardware, software, and connectivity problems, including user access and component configuration.
- Gauge the effectiveness and efficiency of existing systems; develop and implement strategies for improving or further leveraging these systems.
- Conduct technical research on system upgrades to determine feasibility, cost, time required, and compatibility with current system.
- Design and perform server and security audits, system backup procedures, and other recovery processes in accordance with the client's disaster recovery and business continuity strategies.
- Ensure system connectivity of all servers, shared software, groupware, and other applications.
- Create and maintain documentation as it relates to system configuration, mapping, processes, and service records.
- Document system problems and resolutions for future reference.
- Maintain confidentiality with regard to the information being processed, stored or accessed by the network.
- Provide pre and post sales support to DSS Sales Team
- Participate in the On-Call rotation



Position Description

Qualifications

- Bachelors degree in computer science or software engineering and 5 to 8 years work experience.
- Proven experience in overseeing the design, development, and implementation of software systems, applications, and related products.
- Proven experience with systems planning, security principles, and general software management best practices.
- Must have demonstrated competency with a variety of personal computer software applications in word processing, spreadsheets, email and application development tools.
- Working technical knowledge of current software protocols, and Internet standards.
- Extensive experience with one or several core technologies in the DSS solution portfolio
- Strong communications skills and ability to work within a team
- Understanding of project management methodology

Interaction

- Interact with DSS Sales team for initiation of projects and receipt of project scope documents.
- Interacts directly with client(s) throughout entire project life cycle
- Interacts with clients on a regular basis to support and maintain their infrastructure.
- Interacts with DSS management by communicating project status and project issues for all customer and internal projects.

Impact

Systems Engineers interact with customers on a daily basis and need to maintain solution accuracy, a willingness to search for solutions, and an overall professional attitude.