

## **Requirements for Systems Engineer Role: Systems Engineer L3**

A system engineer performs tasks such as coordinating the implementation of software systems and consulting with clients about technical issues and software needs. This individual may modify existing environments, perform upgrades, work on eliminating errors, add new hardware and improve performance or perform assessments and create documentation. The role of the Engineer is to provide the following:

- 1) Work with other Synergy team members on deploying solutions for our customers.
- 2) Work with customers and SDC team to assess, document, and plan solutions to meet customers' business and technical requirements
- 3) Participate on customer calls
- 4) Participate in our 24x7 on call cycle.
- 5) Open support tickets when necessary.
- 6) Respond to support tickets if one has been escalated to you.
- 7) Provide professional, technical, and engineering services to the clients of Synergy Development. These services will be provided from Synergy's offices and / or on-site at the client's office in North, Central or South America as required.
- 8) Provide technical related assistance in the area of ordering, sales, or design recommendations.
- 9) Produce detailed documentation of requirements and configurations.
- 10) Work with and report to a project manager on project status and daily progress.
- 11) Follow customer Change Control Policies
- 12) Follow Synergy Change Control Policies
- 13) Follow ticket escalation procedures.
- 14) Record your time consumed on all tasks into the Synergy time and billing System.
- 15) Follow the customer care philosophy that ensures the end user's satisfaction

### **Required Skills and experience**

- Self-motivated, detail driven, and a team player
- Failure is NOT an option attitude
- Just getting something to work is not good enough; but rather focusing on the optimal configuration and doing it right the first time attitude.
- Good Interpersonal Skills
- Technical Writing and Documentation Skills
- Personally performed System migrations
- Successfully managed a system migration (Other business and/or technical team members)
- Personally prepared a project plan with at least 50 tasks.
- Working knowledge of MS Visio and Project.
- Advanced understanding and configuration capabilities pertaining to the following technologies:
  - Virtualization technologies ( Hyper-V, ESX, or XenServer)
  - Citrix technologies
    - XenApp
    - EdgeSight
    - Provisioning Server
    - Application Packager
  - Microsoft technologies
    - Administration of Active Directory 2003 or 2008
    - Windows 2003 / 2008
    - Terminal Services
    - Active Directory FSMO Roles and Replication topology
    - DFS, DHCP, Clusters, SQL, & DNS
    - Multi-Site deployments
    - Multi-Domain Environments
  - VMware technologies ESX (3, 4, or 5)

- Working with Server hardware technology:
  - Dell,HP, Cisco, & IBM
  - Both standard rack and blades servers
- Storage technologies (ISCSI, Fiber, NFS, CIFS)
- Networking concepts (Switches, Gateways, Routers, Firewalls, VPN, VLAN)

**Additional beneficial Skills and experience**

- Worked in a SOX and/or PCI compliance environment
- Citrix XenServer
- VMware View
- Exchange 2007/2010
- Windows 2008 Server R2
- Microsoft server 2008 clustering
- Data replication technology
- Microsoft ISA server