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| JOB DESCRIPTION | |
| Position Title: | Systems Engineer |
| Executive Leadership: | EVP & Corporate Counsel |
| Team Membership: | Information Technology |
| Location: | Exton, PA Office (620 Pennsylvania Drive, Exton, PA 19341) |
| Job Status: | Exempt (Salaried) |
| Supervisory Responsibility: | None |
| Position Summary: | Provide Tier II & III in-person, phone or e-mail support to internal and external customers. Work closely with WTI management, development, operations and business teams to identify and implement technology solutions to meet business needs. Provide engineering support for core infrastructure systems and enterprise applications. Proactively monitor, patch and upgrade critical systems. Maintain compliance across infrastructure systems and services. |
| Essential Duties and Responsibilities: | Recommend, implement strategic technical solutions. Maintain a strong working knowledge of World Travel Inc.’s technology infrastructure including the best practices and hardware life cycle. Provide knowledge transfer and guidance to other team members. Implement, manage and review security systems and controls to ensure compliance. Proactively monitor systems for capacity issues and performance bottlenecks. |
| Qualifications: | Must have 3-5 years of hands-on experience working in an enterprise environment supporting the following technologies:   * Windows Servers and Windows Desktop operating systems * Microsoft Directory Services including Active Directory, DNS, DHCP * VMware virtualization technologies * SAN technologies * Backup and replication technologies   Must have security mindset and strictly follow best practices and company polices.  Must have the ability to work in high stress environment with changing demands/deadlines; ability to quickly re-prioritize tasks.  Must have knowledge of network routing and switching protocols.  Must be able to work independently and with others to resolve complex problems.  Must have good written and verbal skills and be able to communicate effectively to peers and customers.  Must have an ability to think and act strategically and proactively. |
| Education and Experience Requirements | B.S. in Computer Science, Information Technology, or equivalent technical experience.  At least 5 years’ experience working in an enterprise technical support role. |
| Physical Factors/Environment: | |  | | --- | | Must be able to sit for long periods of time.  Must be able to lift objects 25-30 pounds or less.  Must be able to work odd/off-shift hours, including very late at night and/or weekends to meet company and project needs.  Must be able to work more than 40 hours per work week. | |
|  | ***This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.*** |