



# CONTRAST

We make technology work for you.

## IT Systems Engineer

Mifflinburg, PA

Hybrid Remote

### Full Job Description

We are seeking a qualified individual for our IT Systems Engineer for our location in Central Pennsylvania. The IT Systems Engineer is responsible for designing, implementing, and maintaining high-level System Administration support in the maintenance and monitoring of critical data platforms, end-user devices and providing direct support to our customers. Their job involves analyzing user requirements and system specifications, developing and testing software applications, integrating hardware and software components, and providing ongoing technical support. Practical, in-depth experience and knowledge working with Microsoft 365 Administration, Windows Servers, Azure, RDS/WVD, LAN/WAN, VoIP, RMM tools and remote management. Position is full time with wages depending on experience and knowledge.

### Responsibilities:

- Contributing to a workplace culture consistent with Contrast's mission, vision and values
- Displaying strong inter-personal and communication skills to client satisfaction
- Assist with project planning and resource estimation for new projects
- Providing technical recommendations and guidance for projects
- Evaluating and ensuring completed work meets quality standards
- Building and modifying systems to meet project and user requirements
- Deploying, engineering, and optimizing enterprise class, technology-based systems
- Providing premier technical assistance and consulting to valued customers
- Analyzing, designing and documenting server disaster recovery and fail-over technical solutions
- Troubleshooting system and network issues through root-cause analysis and implementing solutions
- Demonstrate high emotional intelligence while interacting with customers and peers
- Analyzing business processes and services to determine how people, processes, data, communications and technology can best meet requirements
- Attending and facilitating technical design reviews and technical briefings

- Assuming other duties and projects as they arise
- Responding to internal trouble ticket system requests and accurately documenting the path to resolution
- Providing on-call support as part of a scheduled rotation with other team members

**Required Qualifications:**

- Certification in at least one IT discipline relevant to this position
- 5+ years of hands-on experience in similar role
- Valid Driver's License
- Self-motivated, able to make independent choices, free from immediate direction or supervision
- Strong written and verbal communication skills
- Experience in providing first line IT support

**Preferred Qualifications:**

We are willing to provide some additional training for the technologies or services below, but you must have a solid understanding of the basics.

- Server administration including Windows Server 2008 R2, 2012, 2012 R2, 2016, and 2019, clustered hypervisors, Windows operating systems, MS Cluster Server and VMWare
- Familiarity of appropriate server OS-level tools, such as Active Directory, Group Policy, DNS, DHCP, including the creation/deletion of user accounts, devices, and policies.
- Knowledge of applying patches and updates for Windows servers and clients
- Knowledge of managing and troubleshooting network switches, routers, access points and other network devices.
- Administered and supported security firewalls such as SonicWall (Training provided for WatchGuard)
- Administration of on-premise and/or cloud-hosted PBX systems
- Strong knowledge of Windows end-user operating systems including Windows 7, 8, 10 Professional, and 11
- Experience resolving network and stand-alone printer issues
- Office 365 Tenant administration (Licensing, Azure, ADFS, Active Directory Premium).
- Office 365 monitoring service health, and management of service requests
- Knowledge of redundancy strategies and disaster recovery contingency planning
- Mentor and cross-train IT staff and provide guidance in day-to-day operations
- Ability to explore and analyze new technologies and make recommendations to supervisor
- Responsible for lifting, pushing, and pulling information technology equipment up to 50 pounds

Contrast is an Equal Opportunity Employer and does not unlawfully discriminate in employment. No question on this application is used for the purpose of limiting or excluding any applicant from consideration for employment on a basis prohibited by local, state, or federal law. All qualified applicants will receive consideration for employment without regard to race, color, religion, ancestry, national origin, age, gender, marital status, pregnancy, sexual orientation, mental or physical disability, medical condition, citizenship, or any other characteristic protected by State or Federal Law. Those applicants requiring reasonable accommodation to complete the application and/or interview process should notify a representative of the organization.

Job Type: Full-time

Pay: \$60,000.00 - \$65,000.00 per year

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Paid time off
- Parental leave
- Vision insurance

Compensation package:

- Overtime pay

Experience level:

- 5 years

Schedule:

- 8 hour shift
- On call

Ability to commute/relocate:

- Mifflinburg, PA 17844: Reliably commute or planning to relocate before starting work (Preferred)

Work Location: Hybrid remote in Mifflinburg, PA 17844