



Job Description

Job Title: Associate Systems Engineer **Department:** Technology Solutions Group
Reports To: Technology Solutions Group Director **Status:** Full-time

JOB SUMMARY:

This individual will join a team of highly skilled individuals by utilizing their computer hardware and software skills in the assembly, test and support of infrastructure solutions for Park Place International's customer base. The candidate will be a primary resource for the build and configuration of hardware solutions to be implemented by our Systems Engineers at end-user locations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide telephone and occasional onsite technical product support for our customers, support services and engineers in the field
- Inventory, assemble and configure hardware solutions in a variety of open-server and multi-vendor environments
- Participate in self-guided and classroom training to continuously improve technical skills
- Escalate issues to management using existing processes
- Participate in special projects and product development activities as assigned:
 - Developing best practices, templates, methodologies, knowledge management
 - Assist with maintaining documented procedures and processes

SUPERVISORY RESPONSIBILITIES:

None.

MINIMUM QUALIFICATIONS: (To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Education High school diploma or GED

Experience 2 years of experience in:

- Broad server systems assembly, testing and trouble-shooting
- Cabling
- Computer component integration of servers and peripherals
- Hardware BIOS configuration and device firmware updates
- Windows Server operating system installation, configuration and updates
- Device driver and device utility installation and updates
- Basic networking skills with emphasis on TCP/IP configurations
- Hardware diagnostics, event log interpretation and systems trouble-shooting

Possess an understanding of disk RAID and tape backup device configuration

Experience in fibre-channel technology is a plus

Experience with LINUX and virtualization platforms is a plus

Certifications or Licenses

Current CompTIA A+, Server+ or equivalent certification

Special Knowledge, Skills & Abilities

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Communication Skills: Ability to read and interpret documents such as safety rules, business plans, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups employees, customers or vendors, etc.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Other: Willingness to be on call after hours and travel for service calls. Must be detail-oriented and a creative problem solver with strong organization skills. Ability to work in a fast paced multi-tasking environment with flexibility and a positive attitude.

PHYSICAL DEMANDS: (The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Various periods of time sitting, standing and walking.
- Manual dexterity to operate computers, related hardware and general office equipment, such as phone, fax/copier/scanner.
- Frequent reaching, pulling and pushing with hands and arms.
- Lifting of up to 100 pounds.
- Must be able to speak and hear adequately.
- Clear vision at close, mid and far distances.
- Occasional driving.

WORK ENVIRONMENT: (The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Office environment (controlled climate).
- Occasional travel by car, plane or bus to customer sites for the delivery of our hardware integration services