



**Job Description**

Title: Systems Engineer, Senior	Department: Integration	
Report to: Mark Middleton	City: Non-Site	State:

**SUMMARY:**

The Senior Systems Engineer reports to the Cloud Operations Manager and is responsible for systems support and configuration of operating systems, virtualization, storage, backup, replication, de-duplication, and other associated systems management technologies. The Senior Systems Engineer provides expert level support in both incidents to restore service as soon as possible and problem management in preventing the reoccurrence of incidents. The Senior Systems Engineer provides guidance and training to other technical resources, and plays a role in capacity and availability management insure resources are appropriately monitored and managed to insure maximum availability for service levels.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Configuration and release management of Server Operating Systems, Virtualization, Storage, Backup, Replication, De-Duplication, and associated systems management technologies insuring data and systems are secure and available.
- Provide expert level support for incidents to insure operations systems are returned to service as soon as possible and prevent the re-occurrence of incidents by supporting the problem management process.
- Establish and follow security procedures, standards, and protocols related to stated technologies.
- Establish capacity, performance, and availability monitoring thresholds, alerts, and actions for automated event management.
- Establish standards for availability and business continuity and test related systems against the standard on a defined basis.
- Support change and release management by having defined release plans, developing and implement changes requests, while having defined back out plans, and after action reviews of failed changes.
- Train, mentor, and develop other engineers where needed.

**OTHER DUTIES AND RESPONSIBILITIES:**

- Constant improvement of all services and processes
- Other duties as assigned

**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.)

**Experience:**

- Seven years or more of progressive experience in implementing, configuring, and supporting a combination of Microsoft and Linux Operating Systems, VMWare Vsphere, SAN and NAS storage, de-duplication, backup, and replication technologies are preferred for this position.
- Three to five years or more of progressive experience in large enterprise health care systems including Meditech, Cerner, McKesson Health Information Systems, Medical Imaging, PACS, and/or Health Information Exchange is preferred for this position.
- Education or equivalent experience in ITIL, Cobit, and/or HIPAA preferred for this position.

**Education:**

- Bachelor degree in Information Management, Computer Science, or other related field or an equivalent amount of experience is preferred for this position.

**Certifications or Licenses:**

- Certifications in Microsoft, VMware, Storage, and other Cloud Technologies considered a plus for this position.

**Special Knowledge, Skills and Abilities:**

**TRAVEL REQUIRED:**

Approximately 30% Travel

**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.)

- Ability to work long hours at a desk using a PC, video conferencing, and phone usage.
- Ability to occasionally lift and move computer equipment if necessary.
- Moderate overnight travel by land or air.

**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.)

- Ability to office at home if needed
- Extensive use of desktop computer, mobile technologies video conference, phone, cell phone is essential for this function.