



Job Description

Job Title: 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 providing technical expertise during pre-sales and post-sales engagements. This individual will participate in the design of IT infrastructure solutions and be a primary resource for the implementation and support of these solutions for Park Place International's customer base. This individual should possess broad systems, networking, virtualization and enterprise storage experience, including the delivery of these services to external customers. The ideal candidate will possess 8+ years experience in support to customers with a focus on implementing complex IT solutions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform and/or oversee the implementation of IT Infrastructure solutions in a variety of open-server and multi-vendor environments
- Participate in special projects and product development activities as assigned from time to time
- Provide telephone and onsite technical support to our customers and support services, with an emphasis on Virtualization, Intel based Servers and Storage Area Networks
- Participate in customer consultations and requirement reviews
- Participate in the end-to-end design and proposal of custom server and storage solutions
- Participate in self-guided and classroom training to continuously improve technical skills
- Escalate issues through management based on existing processes
- Participate in the Technology Solutions Group development activities, including:
 - Developing best practices, templates, methodologies, knowledge management
 - Creating installation and professional service offerings
 - Create installation and professional services statements of work

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, college degree a plus

Experience

- Must have experience implementing one or more of the following: IBM FAStT, DS, XIV and/or ESS storage subsystems; EMC CLARiiON and CX storage subsystems; HP/Compaq MA and/or EVA storage subsystems
- Experience in one or more areas including Brocade, Cisco and McData Fibre-channel switches
- Must have a general understanding of Microsoft Windows, networking, and peripheral technologies, MCSE preferred
- Experience with Qualstar, ADIC, HP and/or IBM tape libraries a plus

- Experience with BridgeHead, Networker, BakBone or other backup software a plus
- Outstanding written and verbal communication skills
- Detail-oriented, creative problem solver with superior organization skills
- Able to communicate with external customers and listen to their needs in a professional and efficient manner
- Proficient with Windows, Microsoft Office
- Dedicated team player willing to take initiative and be accountable with ability and desire to provide exceptional customer service
- Able to work in a fast paced multi task environment with flexibility and a positive attitude
- Must be able to work under pressure and independently
- Travel 65-75% annually, but may vary at particular times

Certifications or Licenses

Technical certifications with IBM, EMC, and/or HP SAN Storage, VMware

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.