Associate Systems Engineer

Rayon City Technologies was started in 2007 with the idea to provide good services for fair prices. Many companies provide IT services to the point of making it a commodity. People make the difference and that's what makes us different, our people and the businesses we partner with. As we grow, we are looking to hire an Associate Systems Engineer to join our team.

DEPARTMENT: Professional Services

SUPERVISOR TITLE :   Director of Professional Services

JOB SUMMARY: An Associate Systems Engineer is an entry-level position. Associate Systems Engineers are accountable for core functions of project based workloads requiring technical diversity. The majority of the individuals' time will be working with the projects or on-site engagements requiring energetic customer interaction and fluid communication with the System Engineers, Senior Systems Engineers, and Service Coordinators.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Solution Deployment- install, configure, and integrate hardware and software meeting specific design requirements. Diagnose and repair hardware and software (provide alternatives) where complications arise.
- Research and Discovery- survey and collect data used in the assesment of proposed solution and design. Execute on tasks ambiguous in nature.
- Documentation- create and update technical documentation including surveys, statements of work, and proposals. Provide procedural documentation for assigned tasks including diagrams and workflow.
- Project Collaboration- provide Manager with daily updates and/or task progress. Proactively update project and/or task progress using e-mail, status reports and/or project management software tools.

REQUIRED QUALIFICATIONS:

EDUCATION: Working toward or obtained Associate Degree in Information Technology(IT) or equivalent experience/certification

WORK EXPERIENCE: 0-3 years relevant experience in an IT environment

TECHNICAL SKILLS: Proficient in entry-level networking concepts-from Layer 1 media to Layer 7 applications. Working knowledge of network operating systems including specialized servers (e-mail, firewall, database, file and print, etc.)

CERTIFICATION: The following certifications are applicable for the ASE position: CCNA, Microsoft MCTS, Net+, etc.

SKILLS AND TRAITS TO PERFORM STANDARDS OF POSITION:

COMMUNICATION:

- SPEAK EFFECTIVELY: Speaks clearly and expresses self well in groups and in one-to-one conversations.
- FOSTER OPEN COMMUNICATION: Creates an atmosphere in which timely and high-quality information flows smoothly between self and others, encourages the open expression of ideas and opinions.
- LISTENS TO OTHERS: Actively attends to and conveys understanding of the comments and questions of others, listens well in a group.

ORGANIZATIONAL KNOWLEDGE:

- KNOW THE BUSINESS: Shows understanding of issues relevant to the broad organization and business; keeps that knowledge up-to-date; has and uses crossfunctional knowledge.

ADMINISTRATION:

- DEVELOPING SYSTEMS & PROCESSES: Identifies and implements effective processes and procedures for accomplishing work.
- WORK EFFICIENTLY: Allocates one's own time efficiently, handles multiple demands and completing priorities, efficiently processes paperwork, manages meetings effectively.

CUSTOMER SERVICE:

- FOCUS ON CUSTOMER NEEDS: Anticipates customer needs; takes action to meet customer needs; continually searches for ways to increase customer satisfaction.

JUDGING:

- ANALYZE ISSUES: Gathers relevant information systematically, considers a broad range of issues or factors; grasps complexities and perceives relationships among problems or issues; seeks input from others; uses accurate logic in analyses.

- USES SOUND JUDGMENT: Makes timely and sound decisions; makes decisions under conditions of uncertainty.