



10100 Orland Parkway
Suite 100
Orland Park, IL 60467
Tel: 888-827-6387
centerpointnetworks.net

CenterPoint Networks is seeking a **Senior Systems Engineer** to join our growing team.

About Us: CenterPoint Networks is a Chicago Metropolitan information technology managed services provider.

Our Purpose: Our purpose is to provide redundant, scalable and fault-tolerant local area networks, wide area networks, cloud deployments, backend operations and facilities; primarily to the mid-market business community.

Our People: CenterPoint Networks is proud of its staff. It is our people, professionalism and work ethic that differentiate us from our competition. We are dedicated to providing the resources and benefits for our employees to attain professional growth in a rewarding, fast paced and enjoyable work environment.

The Position: The Senior Systems Engineer position is a Tier III engineering position reporting to the Executive Vice President of Engineering. The Senior Systems Engineer is the third point of contact for our customers as they obtain IT support from our organization. Prompt, professional, cooperative, positive interaction and excellent communication skills are a must for persons seeking to fill this position. The Senior Systems Engineer will provide Tier III support for support tickets escalated by our Tier II Junior Systems Administrator staff. In addition, the Senior Systems Engineer will service higher-end service requests related to the configuration, deployment, support, and maintenance of server assets within our client's offices as well as our data centers and facilities. A Senior Systems Engineer will also contribute in leadership and strategy decisions related to our core asset acquisitions, technology landscape decisions, partner alignment, service offering and market penetration. In some cases, Senior Systems Engineers will be asked to participate in business development activities where a technical resource's input is required to gain a prospect's trust and confidence. Most work will be performed from our office, however visits to our Chicago-based data center or client sites will be required when necessary.

Growth Potential: Staff members demonstrating excellence in the fulfillment of their responsibilities will be rewarded with employer sponsored training, lab-work exercises, and mentoring by senior staff as a progression to a management level position or other mutually agreeable career path within our family of companies.



Responsibilities:

- Provide leadership, support and supplementation to Tier II Junior Systems Administrator staff
- Oversee and complete support queue requests to ensure SLA's are being met
- Serve as a client's highest point of contact as it relates to technical matters and service thereof
- Resolve system performance and connectivity issues
- Configure and deploy new servers and services and perform upgrades as needed
- Participate in the design, deployment and management of diverse server infrastructure deployments
- Manage core servers and services including Hyper-V clusters, virtual desktop infrastructure, SPAM and DNS appliances, SAN and NAS devices and disaster recovery backup appliances
- Implement advanced scripting for information gathering, management, and deployment of systems
- Research and propose technical solutions, offerings and strategy to management
- Lead system performance and availability monitoring
- Lead daily preventative measures and best practices to ensure compliance is met
- Lead team meetings and status reporting
- Maintain project plans and related customer communiqués
- Provide daily status reporting and escalate issues to management as needed

Qualifications:

- Bachelor's degree in the field of Computer Science and 5 years' equivalent work experience
- Current professional certifications; commitment to continued education/certification
- Strong oral and written communication skills and a dedication to teamwork
- Letters of recommendation and/or references; emphasis on ethics and accountability
- Desire and commitment to furthering related competencies; including professional certification
- Advanced technical knowledge of current network protocols, operating systems, and standards, including Windows Vista, Windows 7/8/10, Mac OS X, and Server 2008 R2 through Server 2012 R2
- Advanced understanding of general technologies such as TCP/IP, DHCP, DNS, WINS, FTP, SSH, RAID
- Advanced understanding of Microsoft-specific technologies including Active Directory, DFS, Exchange, WSUS, MSSQL, and Hyper-V
- Advanced knowledge of PowerShell
- Follow security best practices
- Ability to operate hand tools as needed to replace components and peripherals
- Able to read and thoroughly understand technical manuals, procedural documentation, and OEM guides
- VOIP experience preferred



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Benefits:

- PPO medical insurance, Dental insurance and Vision insurance
- Wellness program
- Paid vacation and holidays, paid personal time off and Flex work days – work from home*
- Job training, certification and continuing education
- Competitive salary packages with bonus potential commensurate with experience
- Retirement and profit sharing packages*

* subject to eligibility, requirements, and performance

Summary:

Title: Senior Systems Engineer
Job Code: CPSSE
Primary Work Location: Orland Park, IL

For consideration for this position send your resume to:

careers@centerpointnetworks.net

Reference the above job code in the subject line of the email.

No phone calls please.