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**Systems Engineer**

**Business Unit: Miltope Corporation**

**Location: Hope Hull Manufacturing Center of Excellence**

**This position is an non-exempt hourly role which normally works a**

**9/80 work schedule. Overtime is required based on business need.**

**Who YOU are and what YOU can become:**

You are a high performer with an attention to excellence and detail. You are striving to learn more and ready to grow into other areas of manufacturing. You have a knack for spotting areas of improvement and provide a strong attention to detail to your work. You are looking for a role that ultimately serves a noble purpose…like our nation’s warfighters.

**Who WE are and where WE are going:**

At **ST Engineering North America Government**, **Miltope Corporation** we apply our technology and innovation to solve real-world problems and improve lives. Our dedication to excellence and our strong track record have earned us a distinctive reputation for quality and trust as a global technology, defense and engineering group. Our diverse portfolio of businesses spans the aerospace, smart city, defense and public security segments. We are continuing to grow as our expertise and facilities around the world keep aircraft flying safely and transform and future-proof cities to make them more mobile, more secure and more livable.

**What YOU will do:**

You will report directly to our Sr. IT Director in our Hope Hull Manufacturing Center of Excellence and work with the IT team as a System Engineer responsible for implementing activities of technology projects relating to enterprise level systems ensuring goals are accomplished for Miltope Corporation. You may be assigned a trainer role within the scope of authority.

**Essential Functions** (*To perform within this position successfully, the incumbent must be able to perform each essential duty satisfactorily. Other duties may be assigned.)*

* Applies advanced systems administration skills to install, operate, maintain, and update system hardware (server, NAS/SAN and blade server technology), software (server O/S and virtualization O/S), and services (database, email, application, web, file, print, etc.) to include planning operating system upgrades and vulnerability fixes.
* Administers Hybrid environments (cloud and on-premise) database operations, virtualization operations, implement conversions, and investigates problems in database environment.
* Administers Network Attached Storage (NAS), and enterprise backup solutions.
* Administers Phishing and Email/Spam Filter applications (KnowBe4 and Mimecast).
* Administers Patching and Vulnerability Management applications (Tanium and Tenable).
* Conducts advanced functional and connectivity testing to ensure continuing operability, provides ongoing optimization and problem-solving support, and recovers systems from hardware malfunctions.
* Identifies and remediates issues and concerns with Microsoft Windows and Azure Active Directory and their services.
* Configures, manages, and remediates issues related to Active Directory and Exchange on-premises or online.
* Provides technical expertise in 365 applications (M365, Teams, SharePoint, and OneDrive).
* Remediate issues related to failed patches or application conflicts related to patching.
* Manage backup and disaster recovery. Conduct root-cause analysis for all issues.
* Consults with management and reviews project and task proposals to determine goals, time frame and procedures for accomplishing projects, staffing requirements, and allotment of resources.
* Serve as project manager for implementations of new workflow, system upgrades, or quality improvement initiatives.
* Responsible for using the trouble ticket system to input and update tickets, track ticket progress through resolution and update the customer.
* Formulates and defines technical scope and objectives of task.
* Identifies and schedules project deliverables, milestones and required tasks.
* Performs repairs on system hardware, software and coordinates with vendors, departments, and management.
* Installs software patches required to safeguard machines from viruses and other malicious code.
* Prepares status reports, metrics and keeps management, and others informed of status.
* Assists other team members in the resolution of technical issues.
* Maintains technical documentation/Standard Operation Procedures (SOPs).
* Ensures all applicable IT equipment is current with the latest security updates. Performs cyber security issue/incident review and remediation.
* Ability to diagnose, resolve, and document problems in a timely and accurate fashion, and provide team and end user training where required.
* Demonstrated ability to achieve successful outcomes when faced with challenging situations.
* Performs other duties as assigned in accordance with functional and mission requirements.

**MATERIAL & EQUIPMENT DIRECTLY USED:** Virtual equipment, desktop, laptop, servers, wireless devices, and telephone. Hand tools, ladders and power tool use required.

**WORKING ENVIRONMENT:**

1. Working environment will be 90% indoors, some travel may be required.
2. The individual must also be willing to perform stand-by/after hours and weekend work.
3. Remote work eligible upon management authorization.

**PHYSICAL ACTIVITIES:** The individual must be able to lift 40 lbs. unassisted, heavier items assisted. The individual must be able to reside at a desk troubleshooting system related issues for extended periods of time.

**MINIMUM QUALIFICATIONS:**

**Education/Certifications**: Bachelor’s degree required. A bachelor’s degree in an associated information technology discipline is preferred.

**Licenses or Certifications Desired:**

1. Valid State driver’s license required.
2. Ability to obtain/maintain a US security clearance
3. Security certifications desired (e.g. COMPTIA Security+, CASP etc.)
4. Virtualization certifications are highly desired (e.g. VMware Certified Prof. (VCP), Red Hat OpenShift Virtualization, MS Hyper-V).
5. Cloud certifications highly desired (e.g. Azure series exams).
6. Other IT Certifications are highly desired (e.g. Red Hat Linux, CCNA, AWS, Google Cloud, CISSP).

**Experience**: Ten (10 years’ experience with Information Technology Server/Cloud solutions. Two (2) years of experience in related fields may be substituted for each year of college.

**Supervisory Responsibilities:** Individual will assist in the management and accountability of shop material, bench stock, office supplies, tools and test equipment. Identify items needed for sustaining daily operations. Identify budgetary items for short- and long-term needs.

**Basic Qualifications** (*The requirements listed below are representative of the knowledge, skills, and/or ability required and preferred for this position.)*

* Proficient knowledge of server administration, maintenance, and security issues.
* Proficient knowledge of SAN/NAS administration and enterprise backup technologies.
* Proficient knowledge of Microsoft and Linux Server operating systems and SQL.
* Proficient knowledge of virtualized environments (VCenter/ESXi hosts).
* Proficient knowledge of Microsoft applications and services (Active Directory, DNS, DHCP).
* Proficient knowledge of Microsoft Azure cloud, 365, SharePoint, TEAMS, One Drive.
* Proficient knowledge of Mobile Device Management (MDM) and Microsoft Intune.
* Proficient knowledge in mitigating system security vulnerabilities.
* Knowledge of migration from an on-premise to a more cloud-based infrastructure model.
* Knowledge of scripting tools (e.g. PowerShell, BASH).
* Knowledge of trouble ticket tracking systems
* Excellent data, oral and written communication, and people skills.
* Desire to learn and keep current on the latest technological advances within the IT industry.
* Comply with company policies and procedures and promote company values and culture.

**YOU get more than Just compensation with Miltope:**

* 401K with rich company match
* Medical/Dental/Vision Insurance
* Disability
* PTO
* Tuition Assistance
* Life and Accidental Death Insurance
* Development and Career Growth Opportunities

**Please contact:** Human Resources at hr@miltope.com

***It takes diverse talent to solve real-world problems.  ST Engineering/Miltope Corporation is deeply committed to building a workplace community where inclusion is valued, and everyone feels welcomed.***  We’re proud to consider all qualified applicants for employment without regard to race, color, religion, sex, pregnancy, family status, marital status, sexual orientation, national origin, disability, age, or veteran status, or any other legally protected grounds. ***So, bring us your personal experience, your perspectives, and your background. It’s through our differences that innovative changes are made.***

Miltope Corporation is committed to providing reasonable accommodations to qualified individuals with disabilities in the employment application process. To request an accommodation, please contact our Human Resources Team at hr@miltope.com.