

Job Description



Division/Department	IT		
Position Title	IT Engineer		
Reports To Title	Vice President of Information Technology		
*Full Time Pay Class	X	Exempt	SL/SB, Exemption: Administrative
			Non-Exempt

*PT Roles default to Non-Exempt, Hourly

POSITION OVERVIEW

The IT Engineer is responsible for installing, maintaining and supporting computer and voice communication networks, ensuring their smooth operation to provide maximum performance and availability for internal and external users. The IT Engineer delivers technical and non-technical support, and handles Issues and requests in a timely and qualitative manner. The IT Engineer is responsible for the back-end onboarding process for new employees, as well as managing all computer related equipment. They provide IT engineering/support for internal-use software, servers, networks and services in our North Salt Lake, UT facility.

RESPONSIBILITIES

Essential Job Functions

- Oversees help desk ticketing system and resources for optimal efficiency and performance
- Manages and monitors the building security system
- Manages assignment and maintenance of desktop computers, laptops, printers, projectors and other computer related peripherals
- Develops service level agreements as well as compliance adherence measures
- Ensures high availability of enterprise voice and data platforms that support internal employees, business functions and external customers
- Responsible for implementation of networking solutions to include fixes or fine tuning of LAN, MAN, and WAN infrastructure
- Leads strategy and definition for file server/network configurations and installations, to include NT domain design, Messaging solutions, and Security audit/analysis, among others
- Configures, troubleshoots, maintains and manages on-site network switches and firewalls using Cisco IOS
- Provides infrastructure engineering and support for all servers/apps/devices on premises
- Maintains, configures and supports physical IT infrastructure, such as badge systems and printers
- Administers Active Directory and Google Workspace
- Manage IT security with EDR, Mobile Device Management and MFA
- Manage PKI certificates
- Provides end user Windows/Mac/Mobile device support for employees
- Develops a performance measurement system and solicits feedback from users
- Manages the process for communicating outage and/or emergency activities to the organization
- Serves as a primary point of contact for telecommunication carriers and service providers, and coordinates design, provisioning, installation and troubleshooting
- Serves as primary liaison between IT Department, telecommunication vendors, management team and staff to facilitate a smooth transition into new technology
- Oversees IT-driven training initiatives for internal team
- Resolves escalated client and vendor issues
- Understanding of and responsible for HIPAA/HITECH Privacy and Security and compliance controls

- Acts with integrity and promotes a collaborative and positive team environment

Additional Duties

- Resolves daily issues of varying scope that align with overall business objectives
- May perform facilities management duties and/or oversee building modifications and repairs
- May participate in Training Committee meetings, contribute to training strategy discussions and/or provide/deliver training content

REQUIREMENTS

- Able to successfully learn and perform essential functions of position as outlined above
- BS in computer-related field or demonstrated equivalent work experience
- 3-5 years of experience in an IT Engineering role performing duties outlined above
- Experience working in a helpdesk environment and managing a ticketing system, Spiceworks a plus
- Active Directory, DNS, DHCP
- VEEAM & Hyper-V
- Physical servers and SAN storage
- Knowledge of DNS and VoIP systems
- System and network monitoring tools, backup and recovery
- Clustering, Virtualization (Microsoft, VMware), SAN/NAS Management
- Networking principles: VPN, TCP/IP, LDAP, LAN/MAN/WAN configurations, Firewall Technologies (Fortinet, ASA), DHCP/DNS, IPSEC VPNs (site-to-site, client-to-site), Cisco IDS/IPS, Layer 2/3 Protocols (TCP/IP, UDP, BGP, OSPF, GLBP, etc.), Redundant Layer 2/3 Infrastructure
- High level of proficiency with Google Workspace and MS Office applications
- Knowledge of virtualization for servers (Windows, VMware), storage and data protection
- Strong verbal and written communication skills
- Responsive and communicative, effectively interacting with executives and professionals at all levels
- Critical thinking and problem-solving skills
- Excellent ability to resolve issues from an end user’s perspective
- Able to successfully prioritize and manage a wide variety of critical and/or time-sensitive job duties, including personal responsibilities as well as activities that support the team
- Strong organizational skills, including short and long-term planning and time management
- Travel, extended hours and/or weekend work will be required occasionally in response to the needs of the systems being supported

Preferred Qualifications

- Light HTML experience
- PCI
- Healthcare experience
- Dark Trace or other threat detection software experience
- Azure Cloud

Physical Requirements

- Ability to sit or stand for extended periods of time
- Expressing or exchanging ideas by means of the spoken word, including conveying detailed or important spoken instructions to other employees accurately, loudly or quickly
- May occasionally lift up to 50 lbs.

Date Reviewed

Employee Name/Signature		
Manager Name/Signature		