



Job Profile

Position Title: Senior Systems Engineer

Department: IT Operations & Support

Position Summary

C2 is seeking a Senior Systems Engineer to join our team. The successful candidate will provide remote and onsite support and management for our small, medium and enterprise clients and will have extensive experience running projects. If selected, you will join a dynamic company and have the opportunity to thrive and to become a hero to our clients.

Responsibilities

- Oversee the completion of projects
- Manage client relationship and client satisfaction
- Ensure the quality of the solution and project deliverables
- Create and track project plans
- Identify, document, assign and track issues through resolution
- Lead and mentor team members and provide feedback
- Work closely with clients to ensure expectations are managed and met
- Provide technical support from our offices in Colchester, VT as well as at our clients' sites
- Ensure client networks remain stable through remote monitoring and management
- Manage clients' servers, networks, eCommerce and web sites and identify and remedy issues
- Adhere to and innovate processes and procedures to improve service delivery
- Provide superb customer service
- Build solid, long-term relationships with clients
- Build a reputation of competence and teamwork with clients and co-workers
- Demonstrate professionalism, and client satisfaction
- Work independently and anticipate team member needs
- Maintain proficiency in current technologies

Knowledge, Skills & Certifications

- Bachelor's Degree in Information Technology or extensive related field experience
- Proven ability to manage and deliver projects
- Technical architecture and development background
- Strong business analysis and problem solving skills
- Strong contextual technical understanding including solutions design and development
- Strong leadership and project management skills, including:
 - Project planning
 - Issue and scope management
 - Resource motivation and management
 - Strong relationship management
 - Ability to write clearly, effectively and to summarize
- Professional services experience is desirable
- Ability to diagnose and resolve technical problems
- Well organized and works independently with attention to detail
- Thrive in a fast-paced, multi-faceted environment requiring multi-tasking, and time management in constantly changing technical environments
- Confident yet willing to seek advice from teammates or vendor partners
- Develop and maintain a high level of competency with supported technologies
- Industry certifications
- Experience and skills in many of the following areas:
 - Microsoft products including: Exchange, SQL, IIS, Commerce Server
 - PC, server and network hardware and software

- Microsoft Windows Operating Systems
- Active Directory and Group Policy management
- Anti-virus and malware tools
- LAN/WAN/Wireless networking hardware and software
- VMware Virtual Infrastructure
- Microsoft Exchange Server
- EMC and other storage solutions
- Fluency with firewall functions and administration. Cisco router and firewall configuration
- Backup technologies: disk-disk, disk-disk-tape, cloud
- Development tools including: content management systems (CMS), .NET, C#, VB.NET, Visual Studio, XHTML, XML

Additional Requirements for all C2 Employees

- Strong communication skills and ability to present to small/medium groups
- Excellent customer relationship skills
- Ability to work well in a team environment
- Demonstrated ability to successfully multi-task
- Proficient in Microsoft Office applications

About Competitive Computing (C2)

C2 is a Vermont-based IT solutions company that helps business, education and government organizations leverage advancing technologies that drive competitive edge. C2 is a nationally recognized, award-winning firm with a highly skilled and impressively certified team of engineers and consultants. C2 provides a complementary suite of offerings including SharePoint Services, Multi-Channel eCommerce, Unified Communications, Enterprise Infrastructure, Virtualization, Custom Application Development and Managed Support Services. C2 is a Microsoft Gold Partner and holds top-tier partnerships with other industry leaders including Dell, VMware, EMC, Sitecore and Mediachase. C2's growing client list includes Green Mountain Coffee Roasters, Seventh Generation, NRG Systems, Orvis, Crane & Co., the State of Vermont and St. Michael's College. To learn more about C2, please visit our website at www.competitive.com.

Please submit resume and cover letter, including title of position applying for in the subject line to:

jobs@competitive.com

Human Resources

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Competitive Computing is an equal opportunity employer.