

Job Opportunity

Job Title: IT Systems Engineer

Report to: IT Infrastructure & Operations Manager

Job Category: Full-time

Classification: Exempt

Summary of Position

ARRL is currently seeking an experienced IT Systems Engineer to join our team! This position is responsible for the day-to-day operations of the organizations information infrastructure including desktop clients, server systems, LAN, WAN, e-mail, network storage, and printing. This infrastructure supports both local and remote users.

This is a full-time, on-premises job, based in Newington, Connecticut.

Major Duties and Responsibilities

- Monitor and maintain servers supporting the ARRL website, ensuring high availability and performance. Plan, test and deploy performance and reliability upgrades to website servers.
- Monitoring and troubleshooting the major IT systems, included but not limited to servers, routers, switches, firewalls, SAN/NAS devices, VPN gateways, printers, and wireless access points.
- Installation, configuration, and maintenance MS Windows Server and Linux servers.
- Perform advanced systems management for MS Windows Server and Linux servers.
- Management of virtual servers using VMware VCenter.
- Configure, patch, and manage network components.
- Manage and support of Microsoft Exchange and the implementation of Exchange policies in the active directory.
- Manage and maintain Avaya IP Telephone System.
- Manage domain registration and SSL certificates.
- Train other ISD personnel.

Expectations

- Contribute to creating a positive energy and fostering a team atmosphere, showing excitement and pride in the team's work, and being accountable for results.
- Ability to prioritize conflicting needs; handle matters expeditiously, proactively and follow through on projects to successful completion, often with deadlines.
- Exhibit strong organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly and with excellent attention to detail and accuracy.
- Highly resourceful team-player, with the ability to also be extremely effective and efficient independently.
- Forward thinker with the ability to actively seek opportunities, propose solutions, and take initiative.
- On-Call for off hour network emergencies and system upgrades.

Knowledge and Skills

Experience: Three to five years of similar or related experience.

- Solid knowledge of IP protocols, including packet tracing and inspection, diagnosing transport issues, and the use of network sniffer and protocol analyzer tools.
- Knowledge of DHCP and DNS configuration in both Windows and Linux environments.
- Managing IP addresses including defining subnets, static and dynamic address assignments, VLAN configuration and NAT protocols.
- Understanding of NFS, Samba (SMB), and Windows file system protocol.
- Knowledge of Anti-Virus monitoring and remediation platforms, such as McAfee ePO and Malwarebytes Enterprise.
- System administration of Windows Server (all recent versions).
- Administration of Cisco or Brocade managed switches.
- System administration of Red Hat Linux (CentOS and/or Fedora).
- Familiarity with network monitoring system such as Nagios and SNMP-based protocols
- 10. Familiarity with IDS/IPS systems such as Snort, Firepower (Sourcefire), Rapid 7 Insight IDR, Rapid 7VM, etc.
- Use of update management tools such as WSUS, McAfee ePO, ManageEngine Desktop Central, etc.
- Configuring and managing enterprise-level firewalls such as Cisco ASA, SonicWALL, etc.
 - A familiarity with the following systems is preferred:
 - * HP 3Par SAN storage devices (including CMC management software)
 - * VMware and vSphere systems
 - * QNAP/HPE Store Easy NAS devices
 - * MySQL/MariaDB databases
 - * Apache/Nginx web servers (LAMP/LEMP)
 - * Microsoft Office 365/Microsoft Exchange
 - * SQL Server and Great Plains.

Education: A Bachelor's in Computer Science and/or job specific technical skills acquired through a combination of formal instruction and on-the-job training.

Interpersonal Skills: Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and/or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.

Work Environment: Fast paced deadline driven, team atmosphere.

To apply please submit your cover letter & resume to Human Resources (hr@arri.org)