Lead Systems Engineer

Renaissance Systems, Inc. (RSI), a 42-year-old IT, managed services, and cybersecurity company is seeking an experienced Systems Engineer II to consult, design and deploy complex computer software and network solutions and remotely resolve IT problems for end-users when needed. This is a highly visible position, and the selected candidate will be client-facing.

Reports to:	Director of IT
Status:	Salaried, Full-time position.
Office Location:	Austin, TX or Harker Heights, TX

Duties/Responsibilities:

- Consults, Architects, Designs, Deploys, and leads IT projects consisting of cloud migrations and design, operating systems, databases, and cyber networks.

- Trains other engineers on new technologies, applications, and processes.

- Trains Help Desk teams to best support the clients' end-users.

- Assists sales teams with scopes of works and solutions development with proposals

- Provides technical support when needed as a point of escalation—identifying, investigating, and resolving users' problems with computer software and hardware and escalating to systems engineers if necessary.

- Applies expertise and knowledge of computer software such as Microsoft Office 365, Windows OS, Apple IoS, and Android; ability to troubleshoot hardware and networking issues by using procedures to solve problems.

- Mitigates evolving cybersecurity threats and embeds security into every solution

- Develops and manages IT initiatives and ensures execution.

- Opens and closes service support tickets within RSI's CRM and other applications used by client.

- Collaborates with other employees to research and resolve problems.

- Assists with documentation and other client deliverables.

- Arranges service by software or hardware vendors to repair or replace defective products.

- Develops and communicates department projects and goals.

- Documents as-built configurations and deliverables to stakeholders.

- Maintains knowledge of technological innovations and trends.

- Performs other related duties as assigned.

Required Skills/Abilities:

- Deep understanding of Windows Operating Systems, Apple iOS, Android, computer hardware, and networking; ability to define client business requirements and design solutions to meet them.

- Expert with Microsoft Office 365 Applications including Visio.

- Practical Experience in designing and deploying complex routing and switching projects
- Is committed to excellent client service and operational excellence
- Excellent, professional verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Strong analytical and problem-solving skills.
- Ability to terminate Cat 6 wiring or willing to learn.
- Conceptual understanding of ITIL, PMP/PMI, and/or SixSigma.
- Superior understanding of computer hardware and software systems.
- Excellent time management skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to explain technical issues to technical and nontechnical employees and customers.
- Proficient with or the ability to quickly learn an array of computer hardware and software.
- Managerial knowledge of budgeting and PNL costing.

Required Education and Experience:

- Master's degree in computer science or related field, or equivalent work experience. Experience, deep IT expertise, and presentation development skills will trump formal education and credentials.

- Ten (10) years of related experience required to include leading and managing a team and conducting performance and skillset reviews.

  Preferred:
- Twelve (12) years of related experience preferred.
- Professional IT certifications such as Cisco, CompTIA, etc.

Physical Requirements:

- Prolonged periods sitting/ or standing at a desk and working on a computer.
- Must be able to lift up to 35 pounds at times.

Other Requirements:

- Travel to customer locations will be required. Reliable transportation is a must.
- Valid Driver's License and proof of auto insurance.
- Ability to pass a criminal background check and drug screening.
- Provide at least three (3) references, past salary, and work history.

  Preferred:
- Ability to pass a CJIS background check.
- Fluent written and spoken Spanish.
- Military veterans with Top Secret clearance are encouraged to apply.