SYSTEMS ENGINEER

JOB DESCRIPTION

ABOUT THE POSITION:

RTM's Sales, Engineering and Project Management staff, in collaboration with the client, research and develop secure solutions to benefit the client's business. This is a fast paced, quick thinking, fast learning environment. It is the responsibility of every employee at RTM to keep the customers' best interest paramount, be a team player, and have excellent spoken, presentation, written, and interpersonal skills. Due to recent ongoing and continued business growth expectations, our Engineering team is looking to expand.

The Systems Engineer will be responsible for, but not limited to, project design and deployment as well as first and second level escalated client troubleshooting and problem solving. The ability to provide a high level of customer service, strategic thinking, clear communications, detailed documentation, providing and accepting of mentoring and working with team members are important attributes for this position.

POSITION REQUIREMENTS:

- Excitement towards technology and a drive for constant education

- Have a positive, customer service spirit and a self-starting, motivated attitude

- Highly organized and possess the ability to handle and prioritize multiple tasks

- Ability to work smoothly with customers and team members

- Troubleshooting skills

- Microsoft Certifications are good to have, but experience and ability are most important

- Active Directory, Exchange and O365 experience

- Experience in Azure would be a bonus

- The desire to learn Azure is a must

- Must keep information and systems security paramount at all times

PREFERRED EDUCATION, SKILLS & QUALIFICATIONS:

- Associates or Bachelor's Degree
- Four+ years of managing service delivery in customer facing field role
- Experience in incubating, refining, and measuring service delivery processes
- Experience overseeing technical deployments, high-level architecture, and common terminology
- Experience in building third party partnerships with mutually beneficial goals
- Ability to adapt to changing business requirements and react quickly
- Detail and procedure oriented
- Superior written and verbal communication skills
- Self-motivated individual; able to work independently or on a team
- Ability to multi-task several mission critical tasks/projects with minimal supervision
- Passion for providing excellent customer service in technology field
- Possess strong project management skills

BENEFITS:

- Health coverage with dental, vision, disability, and life insurance
- 401k plan offerings
- Paid vacation, PTO, and company designated holidays

WORKING CONDITIONS:

- Schedule | Onsite, full-time, normal business hours of Monday – Friday (8:00 AM – 5:00 PM)
- Location | Bedford, NH 03110
- Supplemental Pay | Bonus Pay Available

PAY PERIOD:

- Bi-weekly, paid on Fridays

REPORTING:

- The Systems Engineer position reports directly to Engineering team lead.