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Systems Engineer

VC3, Inc.

Are you ready to take your IT career to the next level? Are you ready to work with an IT company, instead of a company that has an IT department? Are you passionate about problem solving and customer service?

Job Location

38018, Memphis, TN

Date posted

February 22, 2022

Systems Engineers for VC3 are a part of adept teams that provide resolutions to technical issues across a wide scope of customers, with an extensive array of technical environments and within our cloud. This position will provide technical support for clients located in Tennessee, and remotely for clients throughout the country. This position will allow you to work alongside some of the most talented engineers in the southeast and afford you the opportunity to grow with a stable managed services provider that has a 25-year history of providing a full range of IT solutions and that is continuing to expand its operations.

Here's what we need from you:

- High School diploma required; Associate's or Bachelor's degree preferred
- 1-3 years of experience in a similar role
- Experience in information system installation, configuration, troubleshooting, maintenance and documentation; office automation/productivity applications specification, installation, operation, and maintenance
- Strong knowledge of current IT concepts, issues, practices, methodologies, and trends
- Good problem solving and decision-making skills; ability to understand and analyze complex issues
- Must be passionate about technology and delivering the highest level of customer service
- Self-motivated, detail orientated, highly organized and able to handle a variety of tasks and responsibilities in an efficient manner with a high level of quality
- Ability to deal effectively with customers, vendors, and peers
- Desire to make a difference!

These are the technical skills that you will need to have:

- Knowledge of Microsoft server and client operating systems (Server OS: 2008, 2012 and 2016; Client OS: Vista, and Windows 7, 8 and 10)
- Knowledge of Microsoft Active Directory infrastructure and maintenance
- VMware ESX server experience
- Installation, upgrade, and maintenance of Microsoft Exchange 2010 / 2013 / 2016
- Knowledge of cloud services such as Office 365, Azure, Google Apps and Amazon Web Services
- General understanding of internet protocols including DNS, SMTP, POP3, IMAP
- Basic TCP/IP troubleshooting knowledge
- Installation and troubleshooting of desktop client applications including Microsoft Office Suite and various antivirus clients

- Installation, configuration and maintenance of enterprise backup solutions
- Understanding of Client and Server hardware configurations including redundancy and RAID architectures

The following aren't required, but would be a great to have:

- Citrix experience
- ConnectWise experience
- Experience working for a Managed Services Provider
- Hyper-V experience
- Microsoft SQL server administration experience
- Experience with Storage Area Networks (iSCSI/Fiber Channel)
- Familiarity with router and switch configuration, operation, and maintenance, routing protocols, TCP/IP, network management, network analysis, and network security

And, here is some additional info you will want to know:

- Travel Requirements: local, some overnight
- Work Schedule: Must participate in paid 7x24 rotation; scheduled work after hours and on weekends
- Applicant selected will be subject to a criminal, credit, and department of motor vehicles background checks and must meet eligibility requirements for access to classified information
- VC3 offers great benefits, including:
 - National health insurance coverage with two plan options
 - FSA (flexible spending account) for health and/or dependent care
 - HSA (health savings account)
 - Vision and dental plans for you and your dependents
 - 100% company paid basic life and long-term disability insurance
 - 401k with a company match
 - And more! See our full benefit guide [here](#)