



# Job Description

**Position:** Systems Engineer

**Location:** Lexington, KY

## Description

### **Job Summary:**

Responsible for handling the entire life-cycle of client projects from the design and implementation to the documentation and training. This position will be responsible for working with a team of System Engineers to identify and design solutions for a variety of clients and discuss ideas, solutions and valuable suggestions with the team.

Perform daily, weekly, and monthly tasks associated with scheduling, managing time, ordering equipment, service calls and remote support.

Note: This position may include working after hours and/or some weekend work.

### **Essential Functions of JDI Technology Group Systems Engineer (but not limited to):**

- Providing an excellent level of customer service to all of our clients, partners and vendors
- Manage time and projects to ensure all tasks are completed in a timely fashion and services performed accurately and correctly
- Communicating with clients on a regular basis with professionalism
- Using PSA/ RMS software to log time, track tickets and create quotes for labor, software and equipment
- Working as a team to accomplish tasks, help others with projects and bring ideas, solutions and valuable suggestions to team meetings
- Quickly recognizing issues, concerns or problems for a client or JDI Technology Group and display the ability to troubleshoot and/ or solve the problem in a timely fashion

## Qualifications

- Bachelor's degree preferred or must have equivalent industry experience
- Current industry certifications including Microsoft and experience with Active Directory, TCP/IP, DNS, Microsoft Exchange and other Microsoft environments
- Previous experience with security including installation and configuration of Firewalls
- Excellence in customer service and professionalism when meeting with clients
- Demonstrates an ability to manage high-stress situations
- Problem solver who can trouble-shoot issues, discover solutions and a desire to follow through
- Demonstrates excellence in time management skills

The above statements are intended to describe the general nature and level of work being performed by the people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the job. The Company retains the discretion to add to or change duties of the position at any time.

**JDI Technology Group is an equal opportunity employer.**