Senior Systems Engineer

General Summary:

A Nexus Senior Systems Engineer is responsible for providing partner support for Nexus Products and Services. This includes deep familiarity with Server and Workstation hardware and Windows Server and Workstation Operating Systems as well as specific support for Nexus Servers and Workstations built on Intel Hardware.

Additional products include our proprietary Backup and Disaster Recovery Appliance (Nexus BDR), Universal Threat Management Solutions (UTM) – built on the Sophos platforms, and a host of other third-party products delivered through vendor partnerships.

Essential Duties and Responsibilities:

A Nexus Senior Systems Engineer, under general supervision, will respond to and resolve support tickets for Nexus Products. This includes a wide range of issues and requires general and specific technical expertise in many areas including: server and workstation hardware, RAID configuration, setup and troubleshooting, Operating System installation and setup, backup and disaster recovery support (using our BDR solution), virtualization using VMWare and ESXi, Firewall setup and configuration and other technical support and service issues including answering general questions regarding third party products offered through Nexus.

A typical day can vary widely with a host of issues from simple to complex. The ability to prioritize activities, multi-task and effectively manage multiple partner requests is essential.

A Nexus Senior Systems Engineer plays a vital role in our relationship with partners, and it is essential to have excellent communication skills, good follow up, strong technical knowledge and the ability to develop and maintain excellent relationships with our partners and their technical staff.

Specific Duties:

- install and configure Nexus BDR
- troubleshoot offline BDR
- troubleshoot failed backup jobs
- troubleshoot failed collapses
- troubleshoot low disk space issues
- troubleshoot failed Head Start Restores
- troubleshoot failed Test Virtualizations/Verifications
- troubleshoot failed cloud backups
- restore images to VMWare
- restore images to ESXi
- perform bare metal recovery to OS
- perform bare metal recovery to ESXi
- perform Cloud recovery
- navigate and use BDR Portal
- navigate and use Nexus Offsite Portal
- install and configure NIMS agents

- successfully resolve tickets w/ metrics comparable to other technicians
- and other duties as required

Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to effectively communicate with team members and partners including excellent written and oral communication skills
- Ability to successfully prioritize service issues based on multiple competing objectives
- Ability to routinely multitask and reassign priorities
- Willingness and commitment to ongoing learning and development

Additional Qualifications:
• Experience in technical services and remote support
• Strong Experience with Windows Server and Windows OS
• Experience with Storage Craft Shadow Protect and Image Manager highly desired
• Strong customer relationship skills.
• Organized, detail oriented and self-motivated.
• Strong computer skills and the ability to effectively communicate.
• Willingness to develop professionally.

Educational/Vocational/Previous Experience Recommendations:
- A minimum of 8 years of technical support in computer services required.

Working Conditions:
- Normal professional, office environment.
- Opportunity to telecommute for some candidates

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed or required.