

## **IT Systems Engineer Job Description**

The IT Systems Engineer is responsible for performing functions such as evaluation, testing, debugging and implementation of applications programs supporting the company's client infrastructure (Cloud & on Prem), business processes and operations. Other functions include analyze, install, modify and support operating systems, databases, and utilities software. The IT Systems Engineer also plans, conducts and directs the analysis of business problems with automated systems solutions. This job reports to the Program Manager

## **Responsibilities**

- Deploy and manage business critical applications in cloud infrastructure like Amazon Web Services (AWS) and/or other public cloud services
- Collaborate with engineering and security teams to coordinate on IT policies
- Build policies and scripts to support company owned devices
- Develop and maintain documentation for supported applications, processes, and training material to internal employees and IT staff
- Work with Security, PeopleOps and Business Operations to develop automated onboarding and offboarding processes
- Develop tooling and processes to facilitate end-user asset management, provisioning and tracking
- Participate in general IT operations and user support
- Build and maintain cross-functional relationships with internal teams to drive initiatives
- Plan and implement systems automation as required for better efficiency
- Oversee and provide operations support including account management, workflow, log analysis, troubleshooting and service optimization
- Assist in ongoing evaluation and management of major vendor relationships and outsourcing arrangements
- Develop system-monitoring and support automation to enhance and scale the quality of support

## **Requirements**

- 3+ years of experience in a cloud-first modern IT environment
- Experience administering SaaS applications like Okta, Google Workspace, Slack, Zoom
- Knowledge of configuration management tools like Ansible, Chef, or Terraform

- Hands-on experience supporting Linux and Mac
- Hands-on experience working in GCP and AWS environments
- Developing automation workflows and integrations for repetitive or manual tasks
- Experience working with CI/CD tools and Git
- Ability to use GitLab or similar tools
- Build roadmaps for acquiring, integrating, and implementing high-value technology and processes. To oversee efforts (e.g. proof of concepts) to measure and prove new technology value is a plus.
- Design and deploy best practices regarding system monitoring, change control, service level agreements, and in the creation of the company's infrastructure policies and standards.