

JOB SUMMARY: SYSTEM SUPPORT ENGINEER

Role Overview:

The Systems Support Engineer leads and manages the installation connectivity and configurations for all new installations and existing system support needs. The System Support Engineer leads system training performing presentations and providing documentation, tools, and added efficiencies for continued educational growth. They monitor system logs and utilize applications and tools for detecting outages; troubleshooting to resolution or handoff for team maintenance. The System Support Engineer also serves as added support to Technical Operations for Game Success.

Responsibilities:

- Responsible for the training and onsite support of the Installation Leads
- Responsible for remotely completing the system configurations with the Installation Leads
- Manages the tools and system applications for installation configuration
- Creates drawings and maps of facilities to depict sensor locations and cable paths in planning
- Monitors systems and logs for identifying performance issues and outages
- Troubleshoots issues and outages to resolution documenting needs and results
- Develops network and connectivity designs for customer pre-installation network completion
- Leads and works closely with customer IT teams for system connectivity and data management
- Serves as Subject Matter Expert (SME) of networks and connectivity for installed systems
- Serves as Installation Lead when needed for major installations or heavy install volumes
- Maintains all system configuration documentation for installed facilities

Education/Skills/Experienced Required:

- Bachelor's degree in IT, Computer Science, Programming
- Minimum 5 years developing tools and applications for business and process efficiencies
- Self-Motivated worker able to successfully complete work with minimal instruction
- Detail oriented for identifying errors and troubleshooting
- Exceptional problem-solving skills with a creative ability to resolve issues timely
- Independent worker able to identify items to better or progress a process
- Leadership in assisting and training individuals and teams
- Excellent written and verbal communications for descriptions and clarifying system needs to internal and external interest in high-level and very detailed and drawn examples
- Ability to travel with minimal notice assisting troubled installations when remote options are not available
- Dedicated and driven for the best results and the best experience for our customers
- Ability to maintain a high-level of productivity and work quality in high and low work volumes
- Ability to work full-time and extended hours in high volume or troubled installations
- Flexible work hours to assist onsite installations that may complete after standard work hours
- Proficient with navigating Apple products and services
- Experience with network configuration and troubleshooting using command line tools such as ethtool, tcpdump, route, ipconfig, netstat
- Experience with Linux OS including filesystem structure, shell, ftp, and networking concepts
- Experience developing and troubleshooting bash scripts
- Knowledge and experience with configuring and troubleshooting network switches with multiple VLANs
- Knowledge of JSON and text configuration files with experience creating and editing with command like tools such as VI
- Experience with one or more CAD tools a plus

Reports to: Vice President of Installations

Location: HQ - Kansas City

Compensation:

- Base Salary
- Bonus
- Full Suite of Benefits