



Systems Engineer (IT)

Location: Herndon, VA

Overview

Tyto Athene (formerly Black Box Government Solutions) is a full service integrator focused on helping clients accelerate their ability to make decisions by providing ubiquitous and secure access to enterprise information throughout their operating environment. Tyto Athene uses a myriad of technologies, innovative thinking, and proven processes to deliver successful outcomes for its clients worldwide. The systems engineer is responsible for designing and maintaining desktop, network and enterprise applications for the corporation. This includes but is not limited to providing remote and on-site support, performing moves, adds, and changes, to corporate systems as well as assisting in on-site project implementations.

Responsibilities:

- Installs, maintains and designs internal hardware and software systems used for designing and developing company products, such as SharePoint, RSA, Deltek Costpoint
- Troubleshoots, diagnoses and resolves hardware/software issues
- Plans and implements moves, adds and change requests
- Proposes and implements systems enhancements that will improve the reliability and performance of the system
- Monitors usage and performance
- Assists with recommending, scheduling and implementing system hardware and/or software upgrades or repairs
- Researches, evaluates and recommends software and hardware products
- Supports Web access and electronic messaging services, and maintains a secure systems environment
- Provides new hardware specifications based on application needs and anticipated growth
- Proactively administers and monitors the networks in an effort to improve the efficiency and effectiveness
- Controls user access and passwords in accordance with company and Government regulations (DFARS)

Education/Experience:

- Bachelor's degree in technical discipline or related field or an equivalent combination of education and experience as required for the specific job level

- Extensive experience providing end-user support via phone and remote management tools
- Understands workflow engines
- Knowledge of VoIP technologies and ability to troubleshoot issues is a plus.
- Knowledge of Web Technologies (XML, HTML, JAVA Script, AJAX, CSS, HTTP, etc) a plus
- Knowledge of Active Directory, LDAP and possess the ability to create and run PowerShell scripts
- Knowledge of relational databases, preferably MS SQL Server
- Experience with IT Service Management processes (Incident, Problem, Change, ESS, Service Catalog, Configuration Management Database, and Asset Management)
- Extensive experience designing and maintaining SharePoint applications.
- Strong knowledge of implementing and utilizing remote network management and monitoring tools. (SolarWinds, Altiris, Splunk, etc.)
- Experience configuring, implementing, and supporting MS Office 2010/2013/2016, Exchange, anti-virus, back-ups and other various desktop applications
- Experience configuring, implementing, and supporting various back-up and anti-virus solutions at the desktop and enterprise level
- Experience with supporting various server applications (SQL, IIS, etc)
- Ability to travel and maintain a flexible work schedule –travel estimated at 25%
- MCP/MCTS/MCSA and/or Security+ certifications are highly desired