

## Windows System Engineer

Reports to: IT Manager

Classification: Exempt

Location: Easy Way Products Matamoros Mexico

### Position Summary

The Windows Systems engineer will work closely with the IT staff, will be responsible for overseeing the daily operations and administration of the IT infrastructure, focusing on server and workstation operability. The position requires to perform a wide variety of duties which include, but not limited to, analysis, installation, modification, documentation, maintenance, problem diagnosis and remediation of servers and workstations applying the industry best practices.

### Key Responsibilities

- Configures and maintains IT infrastructure and its components
- Understand IT infrastructure technologies and landscape (hardware, midrange, security, etc.)
- Performs incident, problem and escalation management for own area of responsibility
- Maintain methods, tools and standards to ensure server availability and performance
- Maintain workstation health status through strategic patching approaches
- Active Directory Maintenance
- Office 365 portal supervision for security
- Maintain documentation, designs and configuration of system architecture of all assigned and supported systems
- Managing the Help Desk system

### Key Tasks and accountabilities

- Windows server systems administration: 2016/2019
- Managing monitoring systems for key network infrastructure
- Software Client Management
- Endpoint Patch Management
- Security Monitoring: Desktop Central, ArticWolf, Webroot and O365

### Requirements

- Candidate must possess at least a bachelor's degree, Post Graduate Diploma, Professional Degree, Computer Science/Information Technology or equivalent
- Bilingual: Spanish / English 70%+
- Minimum of 3 years experiences in IT, with at least 2 years relevant technical experience
- Basic ITIL V2/V3 knowledge is a plus
- Strong focus on IT Security
- Must be well organized, self-motivated, and able to prioritize and multi-task in high-pressure situations
- Good problem-solving skills
- Good analytical and communication skills

- Basic to medium knowledge about virtual environments
- Able to communicate effectively at all levels

#### Performance indicators

- Workstation vulnerability
- Help desk resolution time
- IT KPIs
- Customer service

#### Travel

Some travel is required for this position. Must have a valid license and passport and willingness/ability to travel.

#### Supervisory Responsibility

No

#### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This is a largely sedentary role; however, some kneeling, bending and standing is required as necessary

#### Work Environment

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.