**Job Description**

World Travel, Inc seeks a Systems Engineer to provide Tier II & III in-person, phone or e-mail support to internal and external customers.

This position will require you to work closely with WTI management, development, operations and business teams to identify and implement technology solutions to meet business needs.

Additionally, you will provide engineering support for core infrastructure systems and enterprise applications; proactively monitor, patch and upgrade critical systems and maintain compliance across infrastructure systems and services.

**Essential Duties and Responsibilities:**

- Maintain a strong working knowledge of World Travel Inc.'s technology infrastructure including the best practices and hardware life cycle.
- Provide knowledge transfer and guidance to other team members.
- Implement, manage and review security systems and controls to ensure compliance. Proactively monitor systems for capacity issues and performance bottlenecks.

**Qualifications:**

Must have 3-5 years of hands-on experience working in an enterprise environment supporting the following technologies:

- VMware virtualization technologies
- EMC SAN technologies
- Windows Servers and Windows Desktop operating systems
- Microsoft Directory Services including Active Directory, DNS, DHCP
- Backup and replication technologies

Must have security mindset and strictly follow best practices and company polices.

Must have the ability to work in high stress environment with changing demands/deadlines; ability to quickly re-prioritize tasks.

Must have knowledge of Cisco network routing and switching protocols.

Must be able to work independently and with others to resolve complex problems.

Must have good written and verbal skills and be able to communicate effectively to peers and customers.

Must have an ability to think and act strategically and proactively.

**Education and Experience Requirements**

B.S. in Computer Science, Information Technology, or equivalent technical experience.

At least 5 years' experience working in an enterprise technical support role.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.