

Job Title: Senior Lead Engineer

Reports to: VP of Engineering/CEO

FLSA Status: Exempt

Department: TotalCARE

Dated Revised: 04/08

Purpose:

The purpose of this position is to take ownership and to resolve technical issues as the last tier of in-house technical support when other engineers have exhausted their resources. To mentor and provide technical guidance to Sr. Engineers in managing existing TotalCARE™ clients. Additionally, to generate revenue, by planning and leading projects involving IT infrastructure implementations.

Succession/Career Progression Opportunity:

This person will have the opportunity to progress to VP of Engineering as General Informatics grows by focusing on a particular portion of the currently-defined role (i.e. TotalCARE™ engineering management or infrastructure project Management).

Primary Responsibilities

- Own, and Ensure technical issues of varied aspects such as infrastructure, AD, network and applications ultimately get resolved within budgeted time and services performance and quality is in accordance with Client SLAs
- Optimization and standardization of IT assets under management during slow times.
- Serve as a third-level escalation resource for other technicians/engineers, when required.
- Planning and Executing of project implementations for client project implementations or TotalCARE™ enrollments.
- Lead/participate in support of new-to-GI technology/LOB solutions for clients, and of information worker-related solutions for clients.
- Mentor and prepare GI staff for the technical implementation of Microsoft network infrastructure and information worker products.
- Prepare GI staff to implement and support new products through training, demonstration and documentation.
- Generate 80 billable hours of consulting revenue per month by implementing solutions, consulting with clients, planning projects and working on escalated service requests.
- Lead all other Engineers by example. Be efficient and effective in a team environment.

Direction of Others:

- Although this position does not have direct reports, this person provides direction to others through training, definition of standards and project plans. In addition, this person participates/standardize initial implementations of new-to-GI technologies.

Qualifications and Skill Requirements:

- Engineering degree or BS in Physics/Mathematics. MS preferred.
- 5+ years experience as a Microsoft-certified engineer managing range of technologies
- Microsoft Certified Professional certifications on the products supported in this position
- Experience with AD, Scripting and Group Policies a must
- CCNA, Networking Experience with Cisco/Sonicwall desirable
- Ability to perform efficiently and effectively in a start-up like environment
- **Willingness to take ownership for job responsibilities** and drive performance with limited direction
- Ability to plan (including scheduling, client expectations, and communication) and execute project implementations in a team environment.
- **Thirst to learn new technologies** and to embrace change
- Ability to resolve high-level technical service requests of clients
- Recognition of, and empathy for, client expectations, business needs, frustrations and concerns

Typical Assignments:

- Assessment of a SMB Network, performing a Gap analysis and recommending a Solution
- Troubleshooting Cluster Servers and migrating AD infrastructure to Virtual environments. SAN setup & Management.
- Responding to a server down situation and taking the decision and seeing it through to bring the Client environment back running
- Helping an Engineer through a troublesome VPN implementation, configuring routers/switches
- Adjusting Scripts/AD/GPs for a network lockdown
- Troubleshooting an Exchange store mounting issue
- Perform an Update of a never before heard LOB based on vendor instructions
- Ensure junior Engineers are doing their assignments so as not to delay a project