



IT Systems Engineer

Location: Bellingham, Washington - Hybrid role

Permanent, Direct Hire

Position Summary:

IT Networking Engineer works in the DIS IT Cloud Operations team supporting DIS IT and customer network infrastructure and systems to ensure the environments are secure, reliable, scalable, and efficient.

IT Networking Engineer is responsible for supporting, troubleshooting, and configuring DIS internal and customer production network infrastructure including data centers, AWS, local & wide area networks, switching, routing, network/security firewalls, remote access, IPSEC, monitoring.

This position is also responsible for planning and executing small-to-medium scale projects within the Cloud Operations team. Typical projects would include new business unit initiatives and updates to existing products and services that require planning, incredible attention to detail, and flawless execution.

Responsibilities:

- Installation, configuration, and management of networking equipment (physical & virtual) such as switches, routers, and firewalls
- Remote implementation of customer equipment, configuration, and the creation of IPSEC VPN tunnels.
- Direct customer service supporting remote customer connectivity back to DIS networks.
- Design, configure, and support virtual networks in AWS Cloud
- Secondary responsibilities include general IT systems and server administration with Windows, Linux, and/or VMware.
- Systems Administration and Support - executes day-to-day maintenance tasks including problem determination and resolution, as well as root-cause analysis. Responsible for responding to live site issues and for executing software, platform, and configuration changes. Support direct customers as needed in a support escalation role.
- Security operations - Monitor, analyze, and maintain systems and procedures to safeguard internal information systems and networks.
- Documentation and Training - provides and maintains documentation of systems architecture, troubleshooting and support guidelines, system metrics, project information and plans, and training information for both Site Integration and Service Operations Center staff.
- Systems Management ensures the use of performance data and historical metrics to effectively plan for growth needs, plan upgrades, migrations, and optimizations, new implementations, identify and resolve efficiency issues, and improve functionality.
- Standards and Best Practices - participates in the development of best practices including capacity planning, monitoring, configuration, security, historical metrics, recovery strategies, and migration strategies. Responsible for validation of and adherence to these defined standards.
- Process: participates in the continual refinement of processes and policies to ensure the highest possible performance and availability of our storage systems.



Competencies:

- Experience configuring and supporting network infrastructure in a multi-site environment.
- Efficiency. Able to produce significant output with minimal wasted effort.
- Honestly/integrity. Does not cut corners ethically. Earns trust and maintains confidence.
- Organization and planning. Plans, organizes, schedules and budgets in an efficient, productive manner. Focuses on key priorities.
- Aggressiveness. Moves quickly and takes a forceful stand without being overly abrasive.
- Follow-through on commitments.
- Intelligence. Learns quickly. Demonstrates ability to quickly and proficiently understand and absorb new information.
- Analytical skills. Able to structure and process qualitative or quantitative data and draw insightful conclusions from it.
- Attention to detail.
- Persistence. Demonstrates tenacity and willingness to go the distance to get something done.
- Proactivity. Acts without being told what to do. Brings new ideas to the company.

Qualifications:

- College degree in a computer discipline, or equivalent applicable experience.
- 5+ years' experience in an IT/Cloud Operations department
- Experience with network systems including firewalls, routing, switching, TCP/IP, and IPSEC (Cisco experience desired)
- AWS Cloud networking and infrastructure experience a plus
- Experience working with Windows and/or Linux a plus

If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.