

Turnkey Appliance Engineer

SoftRight, one of the fastest-growing municipal software providers in New England, is seeking a Turnkey Appliance Engineer to join our expanding Westford, MA office. This mid to senior-level engineer will be responsible for analyzing customer needs while working closely with the application developers to specify, configure and support turn-key hardware appliances running SoftRight's proprietary applications. This person will also provide expert technical support and guidance on highly complex network and performance issues to customers and less experienced personnel.

Our Requirements:

- College/University graduate with degree in IT preferred (Computer Sciences, Mathematics) or equivalent industry experience
- MCSE Certified Technician or significant coursework toward completion
- Experience in network administration (3+ years)
- Experience in documenting processes
- Proficiency with Windows environment administration (networking TCP/IP, Active Directory, Exchange, WINS, DHCP, DNS, and user account creation and maintenance)
- Knowledge of Enterprise backup concepts
- Knowledge of enterprise server hardware (Compaq/HP; Dell experience is preferred)
- Ability to troubleshoot LAN and WAN problems with more emphasis on LAN
- A forward thinking approach to predict future improvements/projects
- Ability to creatively solve problems while maintaining a timely, cost effective approach
- Technical aptitude and confidence to develop and participate in demonstrations and presentations of systems/solutions to the required audiences, at all levels
- The ability to step in and resolve technical problems and lead technical troubleshooting sessions and discussions
- The ability to work well with others in a collaborative and directed environment
- Strong organizational and communications skills
- Basic knowledge of Linux is a plus

Your Responsibilities:

- Install servers and other hardware
- Keep manager and project managers well informed of progress and issues as required
- Assist in providing computer/network support relating to infrastructure problems reported by users
- Monitor and evaluate efficiency of software/hardware usage
- Gather prices on equipment and supplies, as needed
- Monitor load on the environment and its services to predict needs for improvement or augmentation of the appliance hardware or software
- Assist in other areas of a project as needed including requirements gathering, design, testing, system, and documentation
- Participate in technical support responsibilities as needed

Make Your Future:

SoftRight offers an excellent compensation package including a competitive salary, benefits package and year-end incentives - all in an upscale, convenient location. We have fun at work, so a dynamic personality is a crucial component to succeeding at SoftRight. In addition, an unwavering commitment to customer support is critical.

To apply for this position, please send a resume and cover letter to daniel_hamilton@softright.com

SoftRight is an Equal Opportunity Employer

They say great support doesn't exist anymore.

Our customers disagree.