

Location: Dayton, OH
Job Title: System Engineer
Keywords: Software, Business, System, Administration, Design, Deployment, Implementation, Troubleshooting, Management
Job Term: Full Time
Compensation: Based on experience
Date Posted: February 2010

Job Description: Simplesoft Solutions is seeking a consultant with experience deploying, testing, managing, and troubleshooting business applications, preferably Customer Relationship Management (CRM) solutions and/or other business applications. We have a superb 10 year track record as one of Sage Software's Top Business Partners. Our success has dictated the hiring of an additional system engineer to support the Customer Relationship Management solutions we offer from the industry leader in CRM and Contact Management software. This is a new position and the right individual will be integral in the future growth and success of the company. We are looking for someone who can take charge of working with customers and has experience with full project life cycles, from requirements definition through specification, delivery, system administrator and technical training, and on-going support. Excellent communication skills are essential as working with customers and building strong relationships is a crucial aspect of this role. This is a full time position with excellent benefits.

Responsibilities: The system engineer is generally responsible for the technical aspects of implementing a CRM business system. This individual plans, implements, tests, and supports the system as scheduled while interfacing with the customer. Their fundamental responsibility is to ensure the infrastructure and applications are stable, secure, and operational. This includes:

- Leading architecture design and system planning
- Interfacing with a project manager and other project team members
- Verifying project and budgetary plans
- Documenting implementation checklists and quality control procedures
- Installing and configuring server software
- Installing end-user software and providing connectivity support
- Assisting in data management and creating SQL statements
- Managing SalesLogix/SageCRM user and team setup, security, and maintenance
- Providing technical system and business administrator training
- Providing network design recommendations and system configuration assistance
- Providing simple scripting and Web server administration (Microsoft IIS)
- Capturing and resolving technical questions and issues
- Providing System Administrator (DBA) and help desk assistance
- Providing second line end-user support
- Participating in pre-sales support activities, including software demonstrations

- Requirements:**
- Ability to understand business management processes and practices, specifically sales, marketing, and customer service
 - Ability to provide innovative approaches to solving customer issues
 - Ability to work as a productive and effective member of our organization
 - Ability to persevere when faced with delays and other disappointments
 - Ability to communicate and document project status on a regular basis
 - Ability to learn and use our internal processes and data management systems
 - Ability to meet with prospects and customers before and after normal work hours
 - Ability to travel an anticipated 10 - 15% of the time and attend off site meetings and training classes occasionally, the longest likely being 5 days or less in length
 - Ability to learn new tools that interface and enhance our core product offering

- Required Skills:**
- A B.A. or B.S. college degree in computer science or other information technology related field or a minimum of 3 years of relevant experience
 - Excellent communication and documentation skills
 - Ability to manage multiple projects
 - Strong troubleshooting skills
 - Experience in deploying and managing Microsoft Windows Server 2003 / 2008 and Windows XP; Windows Vista Business and or Windows 7 a plus
 - Proficiency in deploying and managing Microsoft SQL Server 2000 / 2005 / 2008
 - Proficiency in deploying, managing, and securing Microsoft IIS
 - Experience in managing Microsoft Exchange Server 2003 / 2007
 - Experience in configuring and managing client applications (Microsoft Office and Outlook)
 - Experience and knowledge of virtualization technologies (Microsoft Virtual technologies / VMware)
 - Understanding and experience in implementing end-user security requirements

- Preferred Skills:**
- Implementing and managing SalesLogix, SageCRM, and / or ACT! by Sage
 - Implementing and managing business applications (other CRM, ERP, Accounting)
 - General understanding of common networking protocols and technologies
 - Working understanding of Blackberry and Pocket PC mobile technologies
 - Experience in configuring applications for Terminal Server and/or Citrix
 - Experience with Microsoft SharePoint Server
 - Experience administering Oracle databases
 - Experience in a manufacturing environment

Contact: Simplesoft Solutions, Inc.
Human Resources
550 N. Main Street, Suite A
Springboro, OH 45066
937-885-1084
<http://www.simplesoft.net/>
jobs@simplesoft.net