Hosting and Infrastructure Support Engineer

Job summary

Support the Information Technology Director with development and production environments for all GER Employees and Customers. Maintain all of the necessary licenses, environments, repositories and systems necessary to run the technology operations, testing, deployment, maintenance and system support for all internal and external clients.

DUTIES AND RESPONSIBILITIES

- Support IT operations including staff and infrastructure
- Administration and maintenance of server, storage, and network infrastructure
- Desktop support for in-house and remote access users
- Execute and monitor Business Continuity/Disaster Recovery policies and procedures
- Monitor and maintain compliance with Corporate Security Policies including adherence to HIPAA/HITECH and other established standards.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Manage AWS environments for all Customer Deployments.
- Manage Microsoft and all associated licenses necessary for Technology Team Software Development & Testing.
- Maintain operational knowledge for all mobile application deployments in iOS, Android and Windows environments.
- Manage the daily build boxes and code repositories for data archive and retrieval.
- Support the technology and sales teams in daily scrums and technology planning meetings.
- Manage the deployment process for on premise and cloud installation clients.
- Coordinate with other department personnel to assess and address IT needs
- Identify vulnerabilities and opportunities for improvement.
- Manage corporate relationship with external vendors and advisors

DESIRED QUALIFICATIONS AND SKILLS

- 5+ years' experience in software development, testing, or quality assurance.
- Bachelor's Degree (Or equivalent experience in software) Recommended
- Excellent written, oral and client-facing communication skills
- Demonstrated ability to manage and supervise a staff team.
- Demonstrated ability to manage multiples tasks and priorities at one time.
- Proven ability to cope with conflict, stress and crisis situations.
- Effective problem – solving and mediation skills.
- Proficiency with office computer equipment and software.
- Proficiency with the Software Development Lifecycle and SCRUM AGILE Methodologies
- 3+ Years' experience with MSFT SQL Server and or Database Management

- Demonstrated experience in hosting, deployment and operation of software technology systems
- Experience with Amazon Web Services and OCTO Deploy. (Required)
- Secret Security Clearance or Higher
- AGILE Development SCRUM Master Experience