Systems Engineer II

Since 1982, Renaissance Systems, Inc. (RSI) has been creating innovative solutions with IT, software development, and cloud services for enterprise clients throughout the United States. We take pride in our incredible employees who strive to provide an exceptional customer experience . The ideal candidate will be a long-term part of the RSI family and will work closely with our engineers, project coordinators, and customers. RSI offers competitive benefits and the opportunity to learn extensive skills to build your career with. If you possess a positive attitude, want to learn technologies and skills, grow your career, and work well with others, then we encourage you to apply.

We are seeking an experienced, bi-lingual (English, Spanish) Systems Engineer for our Mexia, TX office to consult, design and deploy complex computer software and network solutions and remotely resolve IT problems for end-users when needed. This is a highly-visible position and the selected candidate will be client-facing.

Reports to: Director of IT
Status: Salaried, Full-time position.
Office Location: Mexia, TX

Duties/Responsibilities:
- Consults, Architects, Designs, Deploys, and leads IT projects consisting of applications, OS, and networks.
- Trains other engineers on new technologies, applications, and processes.
- Trains Help Desk teams to best support the clients' end-users.
- Assists sales teams with scopes of works and solutions development with proposals.
- Provides technical support when need as a point of escalation—identifying, investigating, and resolving users' problems with computer software and hardware and escalating to systems engineers if necessary.
- Applies expertise and knowledge of computer software such as Microsoft Office 365, Windows OS, Apple IoS, and Android; ability to troubleshoot hardware and networking issues by using procedures to solve problems.
- Mitigates evolving cybersecurity threats and embeds security into every solution.
- Develops and manages IT initiatives and ensures execution.
- Opens and closes service support tickets within RSI's CRM and other applications used by client.
- Collaborates with other employees to research and resolve problems.
- Assists with documentation and other client deliverables.
- Arranges service by software or hardware vendors to repair or replace defective products.
- Develops and communicates department projects and goals.
- Documents as-built configurations and deliverables to stake holders.
- Maintains knowledge of technology innovations and trends.
- Performs other related duties as assigned.

Required Skills/Abilities:
- Deep understanding of Windows Operating Systems, Apple IoS, Android, computer hardware, and networking; ability to define client business requirements and design solutions to meet them.
- Expert with Microsoft Office 365 Applications; Word, Excel, PowerPoint, Sharepoint
- Practical Experience in designing and deploying complex routing and switching projects
- Is committed to excellent client service and operational excellence
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Strong analytical and problem-solving skills.
- Superior understanding of computer hardware and software systems.
- Excellent time management skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to explain technical issues to technical and nontechnical employees and customers.
- Proficient with or the ability to quickly learn an array of computer hardware and software.

Education and Experience:
- Working towards or possesses an Associate's or bachelor's degree in Computer Science or related field, or equivalent work experience
- At least FIVE (5) years of related experience required, EIGHT (8) years preferred.
- Fluent written and spoken Spanish is required.

Physical Requirements:
- Prolonged periods sitting/ or standing at a desk and working on a computer.
- Must be able to lift up to 35 pounds at times.

Other Requirements:
- Some travel may be required so reliable transportation is a must.
- Valid Driver's License and auto insurance required.
- Ability to pass a criminal background check and drug screening.

Benefits
RSI offers competitive benefits to its full-time employees, including:
Paid Vacation
Paid Federal Holidays
Medical Plans
Dental Insurance
Vision Insurance
Voluntary Benefits
ID Theft Protection
Pet Insurance
Legal-Employee Assistance Program
Education Reimbursement

If you are seeking a career with a technology company that is focused on its clients and employees, then we encourage you to email your resume along with a cover letter and salary expectations to **jobs@rsitex.com**.

For more information about RSI, please visit **www.rsitex.com**.