

## **Sr. Tier 2/3 Systems Engineer - \*\*Must be located in the MD/DC/VA region**

**BlueNovo** is a premier national provider of healthcare technology services.

We are the trusted partner to the nation's leading hospitals, community healthcare organizations, physician groups & associations, and government health agencies. We help healthcare organizations improve quality, productivity, and competitiveness to meet and exceed their strategic goals.

With a comprehensive suite of advisory services, **BlueNovo** is uniquely positioned to help make clients successful by driving profound operational and technical changes.

### **JOB SUMMARY**

**\*\*This is a remote position that will require travel primarily in Maryland and the Mid-Atlantic up to 25% of the time\*\***

Sr. Tier 2 Systems Engineer - You will remain the primary point of escalation for all BlueNovo managed services clients (in accordance with BlueNovo policies and procedures). This position requires that you participate in strategy and escalation for projects, assessments or escalation-related matters. You will oversee the planning, design and implementation of technical projects and will install, configure and upgrade any enhancements to software/hardware/network systems.

The Tier 2 Systems Engineer is a critical on-call technician responsible for efficient and timely hands-on maintenance of all core managed (and unmanaged) technologies. Responsibilities include mid-level to advanced troubleshooting, remediation, coordination, escalation, tracking, and management of **BlueNovo's** multi-client environments. The systems being managed are in support of **BlueNovo** and its clients as well as the organizations internal IT equipment and software.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

- Provide 2+ tier support for problems relating to projects, remediation, hardware and software.
- Perform technical assessments of client infrastructures in a prompt and detailed manner
- Manage portfolio of clients including helpdesk and local personnel
- Maintain appropriate client facing demeanor
- Participate in client remediation projects in conjunction with project managers and team leads
- Manage tier 2 escalation requests by utilizing ticketing system to track tickets and provide timely status updates.
- Provide technical support for desktop, laptop, software, printers, VoIP, Video Teleconference display systems, and analog and wireless technologies.

- Resolve issues with Microsoft Exchange 2003/2008/2010 Server and Outlook clients.
- Manage Active Directory network, which involves creating and modifying accounts and groups, modifying group memberships, establishing permissions, resetting passwords, and ensuring proper access to network resources such as mailboxes, file shares and printers.
- Troubleshoot and resolve Virtual Private Network (VPN)/SSL, RDP connectivity issues for remote users.
- Inspect employee equipment and software periodically for adequate functionality including patches and updates
- Complete employee on-boarding and off-boarding on a timely basis and document the changes
- Assist with on-boarding of all new users, including PC setup and deployment for new employees using standard hardware, images and software
- Strict adherence to defined Helpdesk policies and procedures
- Route and escalate issues to respective responsible parties while conducting periodic follow-up and overseeing resolution status
- Provide helpdesk support for escalated requests
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Maintain agreed upon satisfaction rating
- Utilize and maintain the helpdesk tracking software for all issue reported to the helpdesk, regardless of reporting mechanism.
- Log, track, document and resolve incoming requests using the help desk software solution
- Maintain detailed and accurate call/ticket logs/reports and trouble tickets within helpdesk software and ensure accuracy of ticketing daily
- Maintain agreed upon first call resolution rate
- Participate in “off-hours” , weekend and on-call support on a rotational basis
- While primarily remotely located, occasional travel is required to assess and provide service at client sites nationwide - up to 25%
- Other duties as assigned

**SKILLS AND ABILITIES:**

- Citrix or RDS Server Experience
- Ability to navigate a firewall and configure as required (strongly preferred)

- Ability to configure CLI or GUI interface of network switches (strongly preferred)
- Microsoft Networking (Printer Management, File Share management, Active Directory, IIS, IE, DHCP, DNS)
- Microsoft Exchange
- LAN/WAN/VPN
- Microsoft Windows Workstation OS (various)
- Microsoft Windows Server OS (2003 - 2019)
- Phone System and PBX
- Technical writing
- Microsoft Office Suite
- Strong computer skills
- Ability to work independently
- Knowledge of privacy regulations (HIPAA) and ability to maintain patient privacy in daily role
- Ability to work independently in a timely, organized, methodical manner
- Task oriented

**EDUCATION AND/OR EXPERIENCE:**

A+, NET+, MCP, CCNA, CCNP

**BlueNovo** is a fast-paced, high-energy organization with a very ambitious agenda and a highly motivated staff. This job will experience high work demands under tight timelines requiring a flexible adaptable approach to daily challenges.

***The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements considered necessary to successfully perform the job.***

\*\*

***Salary is commensurate with relevant experience.***

Please email resume to [Emily.Rosenblatt@bluenovo.com](mailto:Emily.Rosenblatt@bluenovo.com)