

JOB ANNOUNCEMENT

Posting Date: 11/16/2020
Position: System Support Engineer
Supervisor: Vice President of IS
Location: Nashville, TN

Job Summary:

To ensure the stable operation of the in-house computer network; resolves end user hardware and software computer problems in a timely and accurate fashion.

Primary Job Responsibilities:

1. Performs regularly scheduled proactive system patching and reactive vulnerability remediation as needed to address known and potential security vulnerabilities.
2. Manages backup infrastructure to ensure system backups are in place and conform to regulatory requirements, organizational policy, and provide the lowest possible recovery point objective.
3. Monitors system resource utilization and system performance to ensure all necessary organizational systems maintain a degree of high availability.
4. Responsible for administration and management of SAN storage and Physical/Virtual Servers in a VMware vSphere environment.
5. Responsible for VDI environment administration and maintenance.
6. Responsible for server and domain administration to include managing Active Directory environment, NTFS permissions, and Group Policy.
7. Provide helpdesk support.
8. Participates in asset management by maintaining an accurate and detailed hardware and software inventory, as well as tracking licensing and support.
9. Researches and tests improvement recommendations in existing/new technologies or solutions in the marketplace.
10. Develops and implements technical policies, procedures and other documentation.

Perform other related assigned duties as necessary to complete the Primary Job Responsibilities as described above.

Minimum Qualifications:

Position requires a 4-year college degree in information technology or related field, 5 years network experience, the ability to write reports, business correspondence and the ability to effectively present information. Will accept any suitable combination of education, training or experience. Position requires the ability to analyze and resolve complex problems, use independent judgment, and communicate effectively with internal and external contacts.

Disclaimer

This description is intended to indicate the general responsibilities and level of work difficulty that will be required of positions given this title, and should not be construed as declaring what the specific duties and responsibilities of any particular position should be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under their supervision. The use of a particular expression or illustration describing responsibilities shall not be held to exclude other responsibilities that are of similar kinds or levels of difficulty.

To Apply:

Complete the [Delta Dental of Tennessee Employment Application](#).

We also ask that you complete and submit the Self-identification Forms for [Gender](#) and [Disability](#). We request this information because we do business with the federal government which requests this data. Completing these forms is voluntary, and any answers given will be kept private and will not be used during the hiring process or used against you in any way.

Submit the application and the Self-identification Gender and Disability forms by:

Fax to: (615) 244-8108

Mail to:

Delta Dental of Tennessee
Human Resources
240 Venture Circle
Nashville, TN 37228

Delta Dental of Tennessee is an Equal Opportunity Employer.

[Read our complete EEO Policy](#)