



Systems Engineer – Technology Services

WSIPC – Reference # 190501

Why WSIPC? At WSIPC We Take Pride in Nurturing a Culture Where...

We are a team – We care about the growth and development of our people and the Cooperative.

We pursue excellence – We are continuously learning, and striving to improve our skills, services and culture.

We are passionate and creative – We are inspired by our Cooperative members to innovate and develop solutions that best fit their needs.

We are accountable and supportive – We take responsibility for our decisions and collaborate to ensure the best outcomes.

We communicate honestly – We work in a transparent, open, and trust-based environment.

We have serious fun – We take the time to enjoy ourselves, because hard work and innovation are fueled by a good work-life balance and a lot of personality.

We serve our community and we *are* our community – We are part of the community we serve and we are invested in its success.

About the Position

WSIPC is seeking an individual to provide technical support for enterprise systems, applications, and networks. The position provides customer service via email, telephone calls, and a ticket tracking system in order to meet the business needs.

Our ideal candidate is highly self-motivated with superior attention to detail, and meets or exceeds the qualifications listed below.

Ideal Candidate Qualifications

- Oversee the design, implementation and maintenance of enterprise IT infrastructure solutions
- Manage, install, configure, test, maintain and monitor operating systems and system management tools
- Evaluate enterprise system and application configurations and provide technical direction to IT support staff
- Provide Tier III support for Student Information System (SIS) issues within Windows Server, Remote Desktop Service (RDS), Azure Cloud Services (IaaS), and browser environments, including connectivity and printing
- Troubleshoot trouble tickets that are escalated to Tier III support
- Recommend and automate modifications to enterprise level systems in order to improve efficiency, reliability, and performance
- Coordinate with network engineering, business application, and database administration functions to ensure availability, reliability, and scalability of systems to meet corporate objectives
- Develop and maintain systems and application documentation

Employment Benefits

This is a full-time position. WSIPC provides a comprehensive benefits package including but not limited to twelve holidays, medical, dental, vision, paid vacation and paid sick leave. Visit www.wsipc.org for a full list of benefit offerings.

Apply Now!

What a great place to work! Apply now by emailing your resume to employment@wsipc.org. WSIPC is an EOE.