

ABOUT BLUELOCK

Bluelock, a certified VMware vCloud® Datacenter Services provider, delivers enterprise-class cloud computing and managed IT services, offering the people, expertise and IT infrastructure in world-class, SAS-70 Type II certified datacenters. By leveraging VMware technology, Bluelock is able to provide hosted virtual datacenters to the enterprise that are fully compatible with their existing VMware investments, enabling their hybrid cloud strategy. This approach provides a common management and security model that enables complete workload portability between internal data centers and the Bluelock public cloud. Bluelock is a recognized leader nationally and locally for their innovation and growth. In 2009, VMware named Bluelock their Americas Service Provider Partner of the Year. The Indiana Economic Development Corporation named Bluelock as one of 50 Indiana “Companies to Watch” in 2009. Techpoint awarded Bluelock the Information Technology Gazelle Company award in 2010. Bluelock is a Collina Ventures company and privately-held. More information at bluelock.com.

POSITION SUMMARY

The Systems Engineer will need to have a very technical orientation and be able to troubleshoot complex issues. They will also need to function in a team environment, be able to explain issues and resolutions to those less technical, and be willing to take suggestions from the team. The ideal candidate will understand the client-focused nature of our company and be able to keep the client in mind when performing duties assigned to the role.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Day-to-day operations of the Bluelock product environments
- Installation/configuration/monitoring/backup of Bluelock product environments
- Training Bluelock clients on Bluelock product environments
- Lead small project implementations
- Create and update procedural and architectural documents
- Assist Client Service Desk Specialists with client cases and requests
- Investigate new products; suggest new methods of efficiency
- Participate in on-call rotation assignments
- Maintain SLAs for Bluelock product environments
- Perform/document scheduled maintenance of Bluelock product environments
- All other duties as assigned

IDEAL PERSONAL PROFILE:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- **Customer Oriented** - Attentive and responsive to customer (internal and external) concerns.
- **Results Oriented** - Identifies, confronts and overcomes barriers to successful completion of a task or project; “puts first things first.”

- **Self-Aware** - Aware of your self impact on others; aware of yourself as an individual or of your own being, actions and thoughts.
- **Collaborative** - Encourages a participative process; has a “win-win” orientation.
- **Adaptable** - Capable of adapting to others and new situations; flexible; can handle multiple tasks.

EDUCATION, EXPERIENCE AND LICENSURE

- Advanced understanding of Bluelock product environments
- MSCE/RHCE/CCNA/CCNP/F5PC/VCP or equivalent certification
- Good customer service and communication skills
- Strong problem-solving and troubleshooting skills
- Adhere to industry best practices and standards (ISO/ITIL)
- Knowledge of servers/networks/virtual machines/storage

CULTURE OF COMPANY

If you're a motivated self-starter that shares our commitment to building a world-class organization you might be the right person for Bluelock. We believe that each employee who joins our staff is important to the success of our company and that each and every employee makes a difference. The key to our success lies in the hard work, dedication and commitment of our employees whose accomplishments we recognize with personal acknowledgement, competitive compensation, excellent benefits and opportunities for personal and professional growth and advancement. We are committed to attracting new employees as we grow as a company but believe that the key to our long-term success is the retention of current employees.

The above statements are intended to describe the general nature of a level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees so classified. Management retains the discretion to add to or change the duties of the position at any time.

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