



The firm is currently seeking a qualified **Systems Engineer** to be based in our Norfolk headquarters. This position is responsible for maintaining the Information Technology department systems including workstations, servers, backup systems, phone systems, and associated peripherals and applications.

RESPONSIBILITIES:

- Responsible for design and maintenance of Firm's network and telecommunication hardware, circuits, design, function and monitoring.
- Responsible for maintenance of high quality documentation of Firm's network and telecommunication hardware, circuits, design, function and monitoring.
- Ensure policies and procedures for service support area created and aligned with ITIL concepts and industry best practices and utilized without exception. This includes change, incident and problem management.
- Establishes and maintains network monitoring, which will alert I/T staff of problems or failures in network and telecommunication hardware, circuits or design. Will coordinate real time response to any such failures.
- Ensures offsite backup processes occur, including proper documentation, inventory of tapes and testing occurs regularly.
- Manages network and telecommunication circuit procurement, adds moves and changes with Firm's accounting office.
- Supports LAN and WAN needs of user base, including remote and mobile users.
- Oversees installation of network hardware and software.
- Establishes and maintains adequate network logging.
- Manages projects using industry best practice, including the formation of project objectives and defined requirements and scopes.
- Analyzes, designs, develops and implements multi-tiered systems and application programs based on requests from users and managers to create or improve Firm databases and programs and/or automate manual functions.
- Represents the Firm in overseeing and working on projects involving external consultants and vendors.
- Assists in budgeting process.
- Demonstrates commitment to customer service performance standards.
- Establishes appropriate vendor relationships for the Firm to ensure best knowledge of vendors' roadmaps, support processes, and accessibility of vendor's personnel to ensure the best overall Firm user experience.

QUALIFICATIONS:

- Exceptional degree of customer-service orientation.
- 5 or more years' experience in information systems and technology.
- Bachelor's Degree in an IT or business related field is preferred.
- Law firm or professional services experience is beneficial.
- MCSA, Network+, CCNA certifications a plus.
- Knowledge of all of the following systems is preferred: MS Office 2016, internet browsers, Adobe, LAN/WAN networking, enterprise WiFi, VMWare, storage technologies, Windows 2016 servers, Windows 10 desktops/laptops, printers, scanners, and copiers.
- Ability to work after hours.
- Must have own transportation for occasional travel for firm business.
- Capable of lifting 40 pounds.

BENEFITS:

We offer a competitive salary and comprehensive benefit package. Benefits include medical, dental, life insurance, 401(k)/profit sharing, paid time off, short term and long term disability.

Kaufman & Canoles is committed to equal employment opportunity (EEO) in all aspects of our employment and retention practices and decisions.