

SYSTEMS ENGINEER

Introduction

We are currently adding a seasoned Systems Engineer to our team of professionals. The Systems Engineer will be part of a dynamic group that supports and delivers high-level technology solutions with real business impact. Solution complexity varies from SMB clients to Enterprise environments. Solutions require application of industry best practices with innovative use of technologies to provide superior value.

Computer Solutions offers an array of information technology products and services primarily to the South Texas region. Over the years, we have forged strong strategic alliances with leading IT service providers including Cisco, Microsoft, HP Inc, HP Enterprise, VMware, Rubrik, HPE Nimble, F5, Microsoft Azure, Microsoft365 to name a few. In addition to hardware and software product sales, we are frequently our clients' primary contact for professional and consulting services such as Managed Services, Unified Communications, Network Infrastructure, and Server and Desktop Virtualization. Our record of success is clear—our client base has grown to approximately 300 companies across San Antonio and South Texas leading to tremendous annual revenue growth from \$1 million in 1984 to \$90 million in 2024. Our valued workforce of over 80 highly trained and certified staff creates the culture of success within Computer Solutions, having been rated the *#1 Best Companies to Work for in San Antonio* in 2024 and Top 3 in 2025 by the San Antonio Business Journal.

Position Summary

The Systems Engineer will play a critical role within our NetWatch Managed Services practice, supporting SMB and enterprise clients across all phases of systems solutions. This position requires strong expertise in Microsoft infrastructure, virtualization, Cisco computing, and enterprise storage technologies. Candidates should bring cloud experience across both IaaS and PaaS solutions (Microsoft Azure, AWS), as well as proficiency with Type 1 and Type 2 hypervisors, including VMware ESXi and Microsoft Hyper-V, with exposure to multi-hypervisor environments. In addition to implementation and operational support, this role will serve as a technical escalation point and provide mentorship to junior team members.

Responsibilities

- Support NetWatch Managed Services client environments while serving as technical authority for Microsoft, Virtualization, and/or Storage related technologies.
- Translate business needs into technology specifications.
- Configure hardware and software in support of solution deployments.
- Provide technical mentoring, development, and escalation support to our team of Operations Technicians.
- Communicate highly technical concepts to Computer Solutions' and clients' management.
- Troubleshooting problems in production environments.
- Maintain certifications relevant to job role and as required by manufacturing partnership requirements.
- Stay current with new technologies and innovations and recommend adoption of new technologies
- Participate in weekly on-call escalation support rotation
- Provide expert technical mentoring and development to empower our team of Operations Technicians.
- Play an active role in the weekly on-call escalation support rotation, ensuring efficient and effective problem resolution.
- Proactively apply a "security-first mindset" by ensuring compliance, reducing attack surfaces, and implementing best-practice configurations in every deployment and task.

Job Skills Requirements

- Qualified candidate must have a minimum of 5 years' experience focused on Microsoft technologies with direct experience implementing at least two of the following:
 - Microsoft Active Directory, Microsoft Exchange, Microsoft SCCM, Microsoft SQL, Cloud technologies including Office 365, Azure IaaS or Amazon Web Services.

- Must grasp the significance and planning requirements of recovery time objectives (RTO) and recovery point objectives (RPO).
- Strong understanding of Disaster Recovery (DR) and Business Continuity (BC) processes, including real-world implementation and documentation.
- Demonstrated commitment to security-first thinking in systems administration and deployment.
- Familiarity with LDAP/Active Directory–integrated systems and secure configuration practices.
- Experience supporting third-party business applications in an enterprise environment.
- Familiarity with Microsoft Intune, scripting, DHCP, DNS.
- Demonstrated ability to perform troubleshooting in complex environments.
- Demonstrated knowledge of backup and disaster recovery processes/procedures.
- Demonstrated experience in implementing solutions within SMB environments.
- Experience with solutions in a SAN environment.
- Server management fundamentals and concepts.
- Have a history of working unsupervised while achieving required goals
- Strong written and verbal communication skills with the ability to work effectively in various environments to include client sites.
- Willingness and ability to serve as an escalation point for Managed Services' team resources to include clear ability to work well in a team environment.

Highly Desired Skills and Qualifications

Experience designing and implementing VMware virtualization solutions with a preferred VCP or vExpert certification.

- MCSE-level Microsoft certification
- Experience in storage technologies
- Familiarity with the ConnectWise ticketing system as well as remote monitoring and management tools.
- Associates or Bachelor's Degree preferably within the technology field of study.
- Familiarity with multi-tenant MSP environments, client onboarding processes, and scaling standards.