



# Contegix Technical Engineer Job Description

## Mission of the Role

Contegix seeks technical engineers to join our staff in order to provide unmatched technical expertise and service to our client base. Technical engineers will be responsible for utilizing their base of technical knowledge and abilities to assist Contegix clients with their Internet infrastructure requirements. In addition, technical engineers are expected to expand their knowledge base on the job in an effort to expand their level of expertise in the technologies Contegix supports and in an effort to further assist clients. Technical engineers are expected to function as the main faces of the company and present a quality image of the company and our products and services. Contegix technical engineers will primarily interact with clients via electronic means and periodically via telephone and in person.

## What We Offer

Contegix offers the opportunity to work with cutting edge technologies. We also offer endless opportunities to specifically expand your horizons in the area of Internet infrastructure technologies. Contegix facilitates employees the chance to be part of a truly collaborative team delivering superior technical expertise to our clients. Finally, we provide the ability to work with a fast-growing company that is consistently evolving.

## Major Accountabilities

### Technical Expertise

- Technical engineers are expected to consistently exhibit exceptional technical skills in open source/web technologies
- Technical engineers are to utilize and showcase superior systems administration knowledge and skills
- Technical engineers are to provide technical solution design, development, and implementation for both Contegix internal needs and customer needs

### Customer Advocacy

- Technical engineers are to effectively assist customers with their technology requirements through collaborative methods
- Technical engineers are to showcase the ability to always understand the customer's perspective and respond accordingly with respect and integrity
- Technical engineers will exhibit a continuous willingness to go the distance for the customer while balancing both the interests of the customer and the interests of Contegix



## Knowledge & Learning

- Technical engineers will show a regular desire to take on new technical and non-technical challenges with the goal of expanding their individual knowledge, skills, and abilities
- Technical engineers will prove their team player tendencies by regularly educating other team members and facilitating their growth and learning
- Technical engineers will actively seek out methods for expanding their knowledge and skills beyond company provided or company mandated learning initiatives

## Project Leadership

- Technical engineers will show a willingness to take initiative and lead both internal Contegix projects and external customer projects through completion
- Technical engineers will follow industry standard project management processes to plan, deliver, and complete projects

## Technical Skills Requirements

**Note:** This is not an all-inclusive list.

- Proven hands-on experience with Linux (Preferably RHEL) and Open Source in an enterprise environment
- Proven hands-on experience with various web applications (Apache, J2EE, etc)
- Understanding of IP and LAN & WAN connectivity and administration
- Understanding of DNS
- Understanding of firewall security systems basics
- Physical hardware administration in an enterprise environment
- Previous systems administration experience and aptitude in an enterprise environment
- Experience with Java/J2EE application servers, including Tomcat, Resin, and JBoss
- Experience with Ruby on Rails deployments
- Experience with load balancers
- Understanding and hands-on experience with networking concepts
- Experience with PHP deployments
- Experience with VMware
- Experience with mail stacks and email administration
- Hands-on experience with basic database administration (MySQL, Postgres, etc)

## Non-Technical Skills Requirements

- Associate's degree or Trade School certificate in a related field. Bachelor's degree in a technical discipline preferred.
- Understanding of quality customer service
- Shift/schedule flexibility
- Ability to have fun in a hectic environment and put customer needs first
- Excellent organizational skills and ability to adapt easily
- Outstanding problem solving skills



- Ability to prioritize and work around deadlines
- Superior communication and interpersonal skills and ability to work well within a team
- Ability to communicate effectively through written communication
- Must be flexible, dependable, and able to multi-task with priority
- Ability to remain professional, confident, and patient at all times
- Must be a team player
- Willing and able to learn new job functions and knowledge
- Ability and desire to stay current on new technologies that can be utilized at Contegix to benefit the client and Contegix
- Experience with project leadership as well as product, services, and solutions management
- Ability and experience working in a Network Operations Center
- Ability to function in a fast-paced environment
- Ability to think on your feet and adhere to a strict SLA at all times

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to walk and use hands to finger, handle, or feel. The employee is occasionally required to stand and reach with hands and arms. The employee must periodically lift and/or move up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

## Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

***The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.***