Reports To: Operations Manager Exempt

*At Orion, we take pride in serving the Federal, State and Local workforce with software that enables our customers to work smarter, operate safer and administrate more efficiently. We are currently seeking to add a SQL Support Engineer to our Operations team. As a Support Engineer your focus will be to deliver post-sales support to the Orion customer base while serving as an advocate for customer needs. This will involve resolving technical customer inquiries via electronic means within the Operations organization, while working independently to research and develop solutions to customer issues.*

**SUMMARY**

This role is responsible for technical support. The ideal candidate will have a strong technical, analytical, and product background with a hunger to help our company grow.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Core duties and responsibilities include the following. Other duties may be assigned.

* Deliver front-end product support that may include back-end analysis to end-users of Orion’s software, via remote connection or over the Internet.
* Interact with Orion customers to provide and process information in response to inquiries, concerns, and requests about products and services.
* Gather as much symptom information as possible to determine product issues.
* Follow standard processes and procedures in terms of information gathering, assessment, and resolution reporting.
* Review network trouble tickets daily and provide feedback and assistance and correction when required
* Provide senior level desktop and application support, including new user setups, line of business application support, and hosted application support
* Produce, maintains, and update technical documentation.
* Provide documented case resolution information so that future issues are resolved faster and maintain updates as needed.
* Utilize monitoring tools and assist in the creation of proactive monitoring practices to ensure system availability, functionality, and performance 24/7.
* Identify, troubleshoot, and leverage all available resources to resolve production-related issues and communicate issues to internal Orion teams/management as required. This may include coordinating with third-party vendors and other IT teams.
* Stays current with Orion product information, changes, and updates.

**SOFT SKILLS AND ABILITIES**

* Strong customer service skills, with the ability to manage difficult customer situations and respond promptly to customer needs
* Ability to read and interpret documents, write reports and correspondence
* Ability to manage multiple tasks concurrently
* Quick learner, positive attitude, self-starter and highly self-motivated
* Ability to effectively prioritize and execute tasks
* Excellent interpersonal and communication skills
* Ability to compare data from different sources to draw conclusions
* Uses effective approaches for choosing a course of action or developing solutions
* Good troubleshooting skills in fixing computer hardware and software issues
* Basic knowledge of Network Infrastructure

**TECHNICAL SKILLS AND EXPERIENCE**

* Experience managing a service desk for government users, and meeting SLAs for performance assessment
* Experienced in using VPNs and Remote Desktop
* Experienced in using Cisco WebEx, Zoom or video conference
* Proven troubleshooting abilities for software and hardware issues
* 5+ years’ experience with Microsoft Windows Operating Systems
* 5+ years’ experience with Microsoft Office Suite
* Azure experience with ADFS, AD connect, and overall support Azure is a plus.

**QUALIFICATION REQUIREMENTS**

* Preferred Associates Degree in technology related field
* Understanding of IT Infrastructure Servers, Networks, Internet Protocol, Desktops, and Mobile devices
* Knowledge of SQL and SQL Database backup and restores process required
* Previous experience in IT and supporting multiple external clients is highly preferred
* 2-3 years working knowledge of the following technologies: Cisco, Juniper, Palo Alto, routers, switches, firewalls, VPN, routing protocols, security, and its application services.
* Must have 5+ years of helpdesk experience

**DESIRED SKILLS**

* A+ Certification preferred
* Network +, MCP, MCSE, CCNA Certification
* 3 years' experience with Windows 2012 and Desktops/Laptops
* Experience with Networking and Cisco VOIP telephony systems
* Experience with data architecture and application architecture

**WORK LOCATION**

* Dallas Office – Hybrid with 3 days on-site.

**SALARY**

* $85,000.00 - $95,000.00 per year