

**POSITION TITLE:** LEAD SYSTEMS ENGINEER

**JOB LOCATION:** NEW YORK

**REPORTS TO:** BARBARA NOVAK, PRINCIPAL

---

### **Firm Summary:**

Winged Keel Group is an independent life insurance brokerage firm that creates and implements tax-efficient, multi-generational wealth accumulation and wealth transfer strategies for ultra-high net worth families. With offices in Boston, New York, Houston, San Francisco, Richmond, and Washington, D.C., the firm specializes in the structuring and administration of large blocks of Traditional Life Insurance and large portfolios of Private Placement Variable Life Insurance and Annuities.

### **Position Summary:**

Fantastic opportunity to work in a dynamic, fast-paced entrepreneurial environment with a strong focus on overseeing and managing projects from conception to completion and for maintaining the safety and security of Winged Keel's systems infrastructure. This role also requires improvement of the stability of the operations system which support business operations.

### **Position Responsibilities:**

Technology Infrastructure Support, Design, and Implementation

- Make recommendations on the latest technologies that can improve business operation and security.
- Implement new technologies and systems.
- Plan, design and build infrastructure that can sustain future growth.
- Ensure that the technologies in all remote offices are working efficiently.
- Maintain and support Office 365, Exchange Online and Skype for Business.
- Maintain and support the SharePoint infrastructure.
- Responsible for regular scheduled maintenances on all servers and equipment.
- Maintain the integrity and operations of all servers and equipment.
- Research on the latest technologies.
- Test new technologies before deployment.
- Manage annual technology budget.
- Manage IT task lists and projects.

### IT Security

- Ensure the confidentiality, integrity and availability of data stored on our network.
- Implement and deploy security solutions.
- Work with Compliance and Finance to make sure that all our policies meet industry standards and requirements.
- Responsible for scheduling vulnerability testing and penetration testing of network and resources.
- Ensure all servers are patched and up-to-date with security patches, updates and service packs.
- Ensure all user computers are patched and updated with latest security updates and virus protection definitions.
- Ensure end-point devices are secure and meet company security policy.
- Monitor and review server logs and firewall intrusion prevention logs.
- Ensure user access permissions are minimal to perform job functions.
- Ensure proper locked down and removal of user permissions and access after termination.
- Document and update IT security policies and procedures.
- Educate users on common security exploits, Phishing attacks, SPAMs and prevention techniques.

### Business Continuity and Disaster Recovery Planning

- Plan and implement disaster recovery solutions.
- Explore options on using the Cloud for our backups and disaster recovery.
- Ensure working backup and recovery of critical data and services.
- Regular testing of our data located at the disaster recovery site.
- Manage and upgrade hardware and software located at disaster recovery site.

### Telecom and Internet Connectivity Support

- Support and maintain the operations of the Avaya phone system, digital phones, IP Phones, video conferencing systems.
- Support and work with Internet and Telco service providers on maintaining phone and Internet connectivity.
- Troubleshooting and resolve issues with Telco and Internet connectivity interruptions.
- Telco and Internet services acquisitions.

### Hardware, Software and Service Procurement

- Procure hardware, software and services.
- Work with and negotiate with vendors to get the best possible prices and services.
- Keep track of software and hardware service maintenance agreements.
- Negotiate service contract terms and agreements.

## End User Support

- Support and troubleshoot problems with computer equipment and business applications and software.
- Support and troubleshoot problems with mobile devices, iPhone, iPad, Blackberry, etc.
- Ensure user computer issues are resolved speedily to minimize down time.
- Provide remote support for remote users and home office users.
- Train and educate users in new technologies and applications.

## Ideal Candidate will Possess the Following:

- 3-5 years of experience supporting and maintaining a VMWare BladeCenter environment
- 3-5 years of experience supporting and maintaining multiple Internet and Telco circuits
- 3-5 years of experience supporting and maintaining Cloud Technologies (Azure or AWS)
- 3-5 years of experience on networking and connecting multiple offices using the latest site-to-site VPN solutions and WiFi connectivity
- 2-5 years of experience with managing and supporting Office 365 and Exchange Online
- 2-5 years of experience with managing and supporting Citrix XenApp
- 2-5 years of experience with managing and supporting SharePoint
- 2-5 years of experience with managing and supporting SQL Server
- 2-5 years of experience with managing and supporting SonicWall and F5 Big/IP Load Balancer
- 2-5 years of experience with Mobile Device Management
- Experience with the latest Firewall technologies, Intrusion Prevention and Detection, DDOS
- Hands-on and technically proficient with troubleshooting and fixing hardware and software issues
- Strong understanding of network topologies and infrastructure
- Strong knowledge of TCP/IP, DNS, DHCP, SSL, TLS, IIS, VPN, WiFi
- Proficient skills on using, supporting and troubleshooting Microsoft Office suite
- Must have experience supporting and troubleshooting an Avaya IP Office phone system with multiple circuits and VOIP
- Must have experience supporting Avaya Cloud Unified Communications
- Experience with HTML, Powershell scripting, MS Access, Photoshop is a plus
- High attention to detail is a must
- Must have strong interpersonal skills
- Must have excellent communication and organizational skills
- Ability to work independently and with limited amount of resources
- Must be able to work after business hours and weekends if necessary during emergencies
- Demonstrated ability to lead and mentor others
- Reliable, punctual, and dedicated
- Team player



WINGED KEEL GROUP®

## CAREERS

### **Compensation / Benefits:**

- Attractive annual compensation package is commensurate with experience
- Comprehensive benefit package includes medical, dental, life, disability, 401(k), Section 125, and other voluntary benefits.
- Eligible for annual bonus based on firm's net profit and employee's job performance — (profit sharing)
- Eligible for firm's Employee Participation Plan — (revenue sharing)

### **To apply, please contact:**

NICOLE HARRINGTON

*Director, Talent Acquisition & Development*

[careers@wingedkeel.com](mailto:careers@wingedkeel.com) | [www.wingedkeel.com](http://www.wingedkeel.com)