

# Systems Integration Specialist

## POSITION DESCRIPTION

The Systems Integration Specialist is responsible for providing global technical support and resolutions for a broad range of hardware, software, network and automation applications. Interfaces directly with end-users, under multiple operational scenarios. This includes responsibility of Subscriber Identity Module (SIM) provisioning, deployment, and management of Internet of Things (IoT) connected devices utilizing AT&T's Control Center. Reports to the Coggins Systems Integration Director.

### Duties and Responsibilities

- Support testing and deployment of Internet of Things (IoT) connected devices (tablet computers, fuel controllers, and various other cellular enabled devices).
- Install, configure and troubleshoot hardware, software, and wireless network communications.
- Must be available for extensive travel, work after normal business hours and on weekends to deploy, test and support EPOS mission-critical solutions and other systems integration specialists.
- Troubleshoot, research, diagnose, document and resolve technical issues surrounding IoT connectivity, Microsoft Operating Systems, Enterprise web applications, and hardware equipment.
- Document, track, resolve and provide detailed reports on customer incidents using support tools.
- Perform in a 24-hour support environment, working all shifts and holidays when necessary.
- Identify and suggest possible improvements to technical support procedures.

### Education, Experience and Skills

Systems Integration Specialist must have an associate or bachelor's degree in computer science, software engineering or related field, or relevant experience. Must have a minimum of five (5) years of IT, fuel management and systems implementation experience, and possess the following skills:

- Solid experience and understanding of Information Technology (IT) and Operational Technology (OT) services and products; including software, hardware, and network troubleshooting skills, PC imaging and deployment.
- Ability to diagnose and resolve technical issues at a Help Desk Tier 2 Support Level, and work effectively in a team environment.
- Active listener with ability to analyze and ask questions based on information provided. Customer-oriented, with excellent written and oral communication skills.
- Detail oriented with the ability to effectively communicate at multiple levels within the organization and customers.
- Experienced with Microsoft Operating Systems and Cyber Security Applications.
- CompTIA Security+ and Microsoft Windows certifications, or a commitment to achieve.
- Active DoD Security Clearance or willingness to obtain.