RECOVERYPOINT

Sr. Systems Engineer – Backup & Recovery
Recovery Point Systems, Germantown, MD 20874
US Citizenship required
Background check required

About Us

Recovery Point Systems is a leading provider of comprehensive disaster recovery and business continuity solutions, serving clients across various industries including government, healthcare, and financial services. With a commitment to data protection and IT resilience, Recovery Point Systems offers a range of services including managed hosting, cloud-based disaster recovery, and cybersecurity solutions. Recognized as an industry leader by Gartner®, Forrester® and other leading industry analysts, we seek talented, dynamic individuals to join our team.

Job Description

The Senior Systems Engineer will be responsible for participating in projects and daily activities that will create and develop new Disaster Recovery and Backup infrastructure architecture, critical organizational initiatives, and the implementation of core infrastructure systems. The Senior Systems Engineer must possess a comprehensive understanding of IT infrastructure combined with the ability to execute technical solutions that meet the needs of our customers as well as our organization. Additionally, the Senior Systems Engineer will act as an escalation point within the Engineering team and provide Subject Matter Expertise on one or many core BaaS and/or DRaaS technologies supporting our Service offerings.

- Focused on superior customer service with high energy, professionalism, and welcoming characteristics.
- Provides clear and accurate customer communication(s) in a timely fashion regarding the status of their issue or concern.
- Responsible for development & execution of processes and control systems to ensure the consistent delivery of highly secure & available backup & recovery platforms.
- Completes assigned installs and implementation projects in a timely fashion.
- Develops Infrastructure documentation to accurately reflect the as-built information of the solution design and includes details of our Backup & Recovery environments.
- Provides clear & accurate communications to the participating Sales or project manager regarding assigned tasks to meet implementation deadlines and objectives.
- Develop, validate, and maintain our Infrastructure documentation.
- Participate in team on-call rotation including all-hands on deck situations
- Active participation in customer pre-test planning meetings.
- Close coordination with other internal teams (Network, Mainframe, Power Systems, Hosting, Test Management, etc.) in preparation of events.

- Setup and teardown of infrastructures for customer Disaster Recovery exercises.
- Provide technical support during customer exercises.
- Ability to work pre-scheduled alternate shifts to accommodate customer testing.
- Guide customers with technical best practices, product how-to, product updates, and/or educating customers to maximize their product value.
- Strong ability to work in a highly sensitive and confidential environment including Federal agencies.
- Implement and manage Customer POCs to technical closure
- Work closely with the Sales & Product departments to secure new partners and customers.

Required Skills

- Require excellent oral and written communication skills to convey plans, exercises, and activities.
- Ability to prioritize and organize effectively, including working on multiple projects simultaneously.
- Competent in leading discussions advising Sales on services, solutions & design
- Ability to operate in a fast pace, team-oriented and collaborative environment with tight deadlines.
- Ability to prioritize and organize effectively, including working on multiple projects simultaneously.

Education/Experience

- Five or more years - Industry-based experience with data protection technologies. and/or Disaster Recovery software:
  - Veeam Backup & Recovery, Commvault, Carbonite, Zerto, Avamar, etc.
- Five or more years - Industry based experience in storage, network and/or cloud-based technologies.
- Good understanding of virtualization technologies: VMware ESX(i), Microsoft Hyper-V.
- Deep understanding of the relationship between RTO and RPO and how to overlay our Technology & Services to accommodate our customer's requirements.
- Familiarity with access control models and network security.
- Basic understanding of IPv4 & IPv6, routing, switching, gateway, subnets.
- Familiar with Protocols such as NFS, CIFS as well Fibre Channel & iSCSI.
- Experience working with monitoring tools and SaaS applications.
- Experience in data life-cycle management with IT audit requirements.
- Certifications within the Backup and/or Recovery technologies (eg: VMCE, VMCA, ZCP, VCP, etc).
- Advanced use of engineering level tasks with Linux operating systems (eg: RedHat, CentOS, Ubuntu, and SUSE).

- Automation and scripting experience a Plus (eg Ansible, Powershell, Python).
- Three or more years' experience working in a Managed Services Provider a Plus.

Compensation/Benefits

- Health insurance package (medical/dental/vision/disability/life)
- Competitive salary
- 401(K) plans
- Paid holidays
- Paid time off
- Parental leave
- Flexible hours
- Pregnancy leave

Salary: $100K - $130K

Job type: Full-time; Hybrid (in-office and remote)

Equal Opportunity Employer