**SYSTEMS ENGINEER**

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<th>DIRECT SUPERVISOR:</th>
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<td>DIRECT REPORTS TO THIS POSITION:</td>
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<td>BONUS PLAN:</td>
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<td>DATE REVISED:</td>
<td>December, 2012</td>
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</tbody>
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**CONTACT:**

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I. Job Summary

The Systems Engineer is responsible for developing, maintaining and enhancing Archive operations processes and procedures used to provide service delivery. This person will work independently and as a leader in a group of other development professionals to define solutions to business problems, analyze existing application processes, and develop creative solutions to improve service delivery. Systems engineer will have responsibility for identifying system bugs, developing workarounds and implementing new methods to measure and monitor application performance and throughput.

II. Essential/Key Areas of Responsibility

Working with collaboratively with systems administrators, software development professionals and computer operations specialists the successful candidate will use their experience in system administration, scripting, and programming skills to;

- Develop quantitative methods for reporting system performance and throughput.
- Provide continuous improvements to the reporting process, including monitoring capabilities and work flow enhancements.
- Create reporting methods to measure availability, process integrity and up-to-date application performance data.
- Improve service delivery by sustaining data processing within expected and committed SLAs.
- Define and develop Archive workflow/logical definition for Operations processes required to support application availability and maintain service levels.
- Identify problems and issues in real time and work to reduce service disruptions, improve system availability and minimize required operator interaction through automation.
- Continued evolution of monitoring to meet business and technological changes.

III. Educational & Experience Requirements

Work Experiences

- Work to support “Business Critical” applications
- Service Level Management
- Cross platform experience (Windows/Linux/Unix hands on support)
- Written operational scripts to gather performance and trend data
- Exposure to high volume rapid growth technology environment

Education

- Bachelor’s degree with 3-5 years software industry experience.
IV. Competencies

- **Quality Orientation**
  Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

- **Communication**
  Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

- **Managing Work (Includes Time Management)**
  Effectively managing one’s time and resources to ensure that work is completed efficiently.

- **Decision Making**
  Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.

- **Adaptability**
  Maintaining effectiveness when experiencing major changes in work tasks or the work environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.

- **Meeting Participation**
  Using appropriate interpersonal styles and methods to help reach a meeting’s goals while considering the needs and potential contributions of others.

- **Building Customer Loyalty**
  Effectively meeting customer needs; building productive customer relationships; taking responsibility for customer satisfaction and loyalty.

- **Continuous Learning**
  Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application.

- **Building Strategic Working Relationships**
  Developing and using collaborative relationships to facilitate the accomplishment of work goals.

- **Security**
  Active participation in the development, support and maintenance of all aspects of security practices within your area of responsibility.

Ensure process and procedures are in place to enhance security and controls.

Collaboration and Communications with other areas to stay informed of changes and developments that may require Information Security intervention as well as keeping other departments informed of security initiatives that may affect other business units.

Technical Skills and Proficiency

- ESXi/VmWare technologies.
- Specialist in at least one; SUSE/SLES, Sun-Solaris, RedHat Linux
- Experience with SAN and NAS technologies.
- Monitoring and alerting systems (SolarWinds, Nagios, HPOV)
- MSFT tool set experience

**Basic Skills**

- Solid communication skills
- Ability to present technical ideas
- Proficient with oral and written communication

**Professional attributes**

- Responsive to customer needs
- Effective communicator
- Integrity
- Successful adapting to change
- Attention to detail (both oral and written)
- Demonstrates professionalism
- Effective time & prioritization management

**Skill set, experience, and behaviors**

- Strong willingness to learn new technologies, dive into challenges and take direction
- Must exhibit a positive approach and the ability to work efficiently as either an individual contributor or team lead
- Solid process background
- Industry and/or company knowledge
- Understand technical components of the job
- Ability to develop relationships
- Ability to demonstrate creative thinking
- Ability to present to small groups

**V. Work / Physical Requirements**

**A. Travel Requirements (based upon a 20-day work month)**

Please indicate percentage of travel:
5% Total travel

**VI. Career Opportunities**

**A. Operations Supervisor, Senior Systems Engineer**

**VII. Disclaimer**

This job description is not meant to be an all-inclusive statement of every duty and responsibility of the jobholder. Certain features of this job are described in the above headings, but are not necessarily limited to the above written statements. They may be subject to review. All positions within Iron Mountain may include other duties as assigned.