



## Role Profile: Systems Engineer

### 1. Overview

<b>Role Title:</b>	Systems Engineer
<b>Function Area:</b>	Information Technology
<b>Reports To:</b>	IT Manager/IT Director
<b>Location:</b>	Washington D.C.

### 2. About

Three Crowns was founded by specialist international arbitration advocates in the belief that international disputes call for focused advice and advocacy. The firm engages primarily in complex, high-value disputes, and counts among its clients many industry leaders and sovereign states. The firm has grown significantly in each of its offices – London, Paris, Washington DC and Bahrain – and now comprises 13 partners and approximately 90 employees.

The Systems Engineer will be responsible for monitoring the network firewall, assessing the functionality of the network routers, ensuring all Internet security software is updated regularly, developing and implementing company email policies in accordance with the IT Manager and maintaining the company phone system. Creating and managing the desktop image for the firm. Execute on and maintain all best practices for desktop management including but not limited to software & patch deployment, inventory management, compliance reporting, license auditing, image creation and deployment, and workstation naming standards. May participate in development of information technology and infrastructure projects. Design, build, test and deploy the corporate desktop images using the SCCM solution.

### 3. Key Responsibilities

The duties of the Systems Engineer will include, but are not limited to:

- Designing and implementing new network solutions and/or improving the efficiency of current networks
- Installing, configuring and supporting network equipment including routers, proxy servers, switches, WAN accelerators, DNS and DHCP
- Procuring network equipment and managing subcontractors involved with network installation
- Configuring firewalls, routing and switching to maximize network efficiency and security
- Maximizing network performance through ongoing monitoring and troubleshooting
- Arranging scheduled upgrades
- Investigating faults in the network
- Updating network equipment to the latest firmware releases
- Reporting network status to key stakeholders



- Sustain the necessary throughput rate by monitoring network activity and maintaining existing equipment
- Maintain the company phone system and work closely with the phone provider to keep lines active and configured properly.
- Respond to network connectivity issues and resolve any wireless communication issues within the office/firm
- Collaborate with third-party support and service vendors to ensure that the network stays operational
- Provide Level-2 technical support for supported desktops, laptops, and peripherals.
- Actively participate in design and implementation of domain consolidation initiatives.
- Manage and execute the OS and software patch management solution (WSUS and other tools).
- Create scripting solutions within Powershell, VBS, etc.
- Ability to work on call after hours as required.

#### **4. Key Requirements, Skills and Abilities**

Required Experience:

- 5+ years experience in managing sophisticated computer networks
- 3+ years in network architecture and deployment
- Full understanding on all aspects of Windows Desktop Operating System.
- Active Directory Management.
- Scripting languages - Powershell preferred.
- Desktop Deployment Methodologies SCCM.
- Microsoft certification(s) a plus.
- Strong understanding of SCCM.
- Integration of SCCM with Asset management tool a plus.
- Ability to communicate clearly and effectively, both orally and in writing
- Strong organisational skills and attention to detail
- Good team working and interpersonal skills
- Law Firm Experience Preferred

Qualifications / Education:

- Bachelor's Degree in Computer Science, Information Systems, or related field OR equivalent experience
- 3+ years of experience designing, implementing and maintaining a desktop environment in a large enterprise environment
- 3+ years of experience with SCCM, managing AD functions, and building and imaging desktops.
- Bachelor's degree in Information Technology or related field OR equivalent experience
- CCIE Cisco Certified Internetwork Expert certificate preferred
- ComTIA networking certificates preferred