THREE CROWNS LLP

ROLE PROFILE: SYSTEMS ENGINEER

LOCATION: WASHINGTON, DC

Three Crowns overview

Three Crowns was founded in 2014 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 12 partners and over 100 total employees.

The firm seeks to hire a Systems Engineer in the Washington, DC office. The Systems Engineer will be responsible for maintaining desktop stability; working with the Help Desk to address desktop and network tickets; and collaborating with Three Crowns Infrastructure as a Service (IaaS) provider to monitor the network firewall, assess the functionality of the network routers, and ensure all Internet security software is updated regularly.

The role

The Systems Engineer will work with the IT Manager executing all best practices for desktop management. Other responsibilities will include implementation of firm email policies through Mimecast. The Systems Engineer may participate in development of information technology and infrastructure projects using the SCCM solution.

Responsibilities will include, but are not limited to:

- Developing and maintaining all computer systems for Three Crowns.

- Installing, monitoring, and troubleshooting operating systems, software, hardware, and other computer infrastructure.

- Managing and monitoring current MPLS network and planned upgrade to SD-WAN.

- 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.

- Responding to network connectivity issues and resolving any wireless communication issues within the office/firm.

- Collaborating with third-party support and service vendors to ensure that the network stays operational.

- Providing Level-2 technical support for supported desktops, laptops, and peripherals.

- Actively participating in design and implementation of domain consolidation initiatives.

- Managing and executing the OS and software patch management solution (WSUS and other tools).

- Creating scripting solutions within Powershell, VBS, etc.

- Administering CrowdStrike (Anti-Virus) on Laptop estate.

- Ability to work on call after hours as required.

Key requirements, skills and abilities

Required experience:

- 5+ years experience in working with sophisticated computer networks.

- 3+ years in network architecture and deployment.

- Full understanding on all aspects of Windows Desktop Operating System.

- Knowledge of Windows Server 2016/2019 and Microsoft Azure.

- Active Directory and Azure 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 manage and administer Intune.

- Ability to communicate clearly and effectively, both orally and in writing.

- Strong organisational skills and attention to detail.

- Good team working and interpersonal skills.

  Preferred experience:

- Law Firm Experience Preferred.

- Exposure to ISO 27001 environments and processes.

- ITIL qualifications and principles.

- Knowledge of Two Factor authentication products (DUO).

- Knowledge of Druva backups for Laptops.

- Exposure to iManage and Aderant or similar DMS and PMS systems.

Summary of candidate profile

- 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.

- CCIE Cisco Certified Internetwork Expert certificate preferred.

- ComTIA networking certificates preferred.