

**Title:** Global Services Systems Engineering Supervisor

**Classification:** Exempt

**Work Location:** Santa Ana, CA

**Reports to:** Senior Manager of Identiv Global Services

## **Who We Are**

Identiv's products, software, systems, and services address the markets for physical and logical access control and a wide range of RFID-enabled applications. Customers in the government, enterprise, consumer, education, healthcare, and transportation sectors rely on Identiv's access and identification solutions. Identiv's mission is to secure the connected physical world: from perimeter to desktop access, and from the world of physical things to the Internet of Everything.

**Our Global Services team embody the attributes of:** A dedication to client service, the ability to think in complex and ever changing situations, strong communication skills, the ability to solve problems, execute and transfer knowledge.

## **Summary:**

Identiv Global Services is Identiv's premiere group of delivering physical access solutions to our customers. As an integral member of Identiv's Global Services, the Global Services Systems Engineering Supervisor works to ensure the Systems Engineers deliver the very best services to our customers. The Systems Engineering Supervisor will act as the primary contact for the System Engineering team who is implementing both remote and onsite technical projects, customer visibility, advanced technical troubleshooting support and problem resolution. As a Supervisor, you must be able to manage hot issues by setting customer expectations, devising and implementing action plans, being available 24x7 and professionally communicating to all parties involved.

## **Essential Functions include, but are not limited to, the following:**

- Manage the System Engineering team worldwide for Identiv Global Services.
- Provide hands-on involvement in all aspects of System Engineering teams field activities including installation, configuration, training, customer acceptance tests, and troubleshooting.
- Develop and Implement on-site solutions, while ensuring satisfaction with Identiv systems.
- Serve as technical authority on Identiv product technologies via on-site, phone and electronic media for Identiv Global Services team and customers.
- Develop and improve operating procedures and processes.
- Develop and manage all System Engineering skills development.
- Work closely with sales and sales engineering to design, develop and produce proposals for customers.
- Own and complete complex technical tasks for Identiv clients including PoC engagements, within their pilot and production infrastructure.
- Provide feedback, reports and analysis of field issues related to any Identiv products, service management and overall team performance.
- Assist with scheduling and utilization management for the systems engineering team.
- Assist with billing and project closeouts for the systems engineering team.
- Work with the Identiv Global Services Development team on scoping, completing and quality assurance of development projects.
- Must be able to pass federal background check and obtain security clearance.
- Act as a Trusted Advisor to customers.

## **Required/Desired Skills and Qualification**

- 2+ years of related experience with applied experience working with Local, State and Federal Government agencies on solutions, policies, processes, emerging technologies, and methodologies including but not limited to continuous evaluation and insider threat mitigation strategies.
- B.S. Degree in Computer Science, Information or a related technical discipline or equivalent work experience.

- Previous experience traveling for work is greatly desired.
- Previous experience supervising personnel is greatly desired.
- CISSP, MCSE/MCITP, CCNA, Security+, Network+ preferred. Will consider related field (or equivalent) experience.
- Working knowledge of the following systems: Windows Server 2008, 2012, 2016 and 2019, Windows 7 and 10, SQL Server 2008, 2014 and 2016, MySQL.
- PKI and Smartcard experience a plus.
- Working knowledge of Active Directory, Group Policy, DHCP, DNS, IIS. (Architecture, design, disaster recovery and troubleshooting.).
- Experience with storage arrays including SAN and NAS solutions.
- Experience with virtualization technology including VM Ware or Microsoft Virtual Server.
- Experience with Microsoft Cluster technology.
- Experience with Cloud technologies.
- Experience with government technical publications and implementation desired (HSPD-12, FISMA, FIPS-12, DISA, NIST, FICAM).
- Superior problem solving and troubleshooting skills at the System Engineer level.
- Exceptional customer service, overall communication and technical writing skills.
- Ability to communicate and work with other internal departments.
- Ability to work independently with minimal management supervision and as part of team.
- Demonstrated aptitude for providing exceptional customer service in politically charged environments.
- Ability to enhance the technical expertise of peers via the development of system training, mentoring of new hires, and team content development.
- Ability to apply technology to improve existing products and systems at customers and for internal use.
- Ability to actively participate in team support by proposing and implementing solutions.
- Assist in developing strategies to gain additional Premier support accounts by contacting and establishing relationships with Premier Support Managers and Technical Account Managers.
- Experience in sales of IT-Infrastructure devices and solutions a plus.

## **Work Requirements**

This position has supervisory responsibilities.

## **Work Environment**

This job operates in a professional office environment. This job uses computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

## **Physical Demands**

This is an active but not necessarily physically demanding role. The employee must occasionally lift office products and supplies weighing up to 50+ pounds.

## **Position Type and Expected Hours of Work**

This is a full-time position. Days and hours of work can vary and the candidate is expected to perform all duties and responsibilities customarily associated with this position.

## **Travel**

Domestic and International travel is required and may be as high as 85% per month.

## **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.



Please send a cover letter and résumé to [careers@identiv.com](mailto:careers@identiv.com)

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

This position requires the eligibility to obtain a security clearance. Non-US citizens may not be eligible to obtain a security clearance. The Defense Industrial Security Clearance Office (DISCO), an agency of the Department of Defense, handles and adjudicates the security clearance process. Security clearance factors include, but are not limited to, allegiance to the US, foreign influence, foreign preference, criminal conduct, security violations and drug involvement. Employment is contingent on other factors, including, but not limited to, background checks and drug screens.

If you are an individual with a disability and require a reasonable accommodation to complete any part of the application process, or are limited in the ability or unable to access or use this online application process and need an alternative method for applying, you may contact Identiv, Inc. at (949) 250-8888 ext. 197 for assistance.

Identiv is an Equal Employment Opportunity Employer. The company abides by the requirements of 41CFR 60-300.5(a) and 60-741.5(a). All qualified applicants will receive consideration for employment without regard to race, sex, color, religion, sexual orientation, gender identity, national origin, protected veteran status, or on the basis of disability.