

Title: Global Services Systems Engineer UK

Classification: Exempt

Work Location: London, England

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, and 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 Engineer works alongside other sales engineers, technicians and product managers to coordinate with the various Identiv teams to deliver design, customization and integration services. The Systems Engineer acts as the primary onsite technical contact, providing customer visibility, advanced technical troubleshooting support and problem resolution. Engineers must be able to manage hot issues by setting customer expectations, devising and implementing actions plans, being available 24x7 and professionally communicating to all parties involved.

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

- Direct support for the Security Services Group in the United Kingdom managed services agreement.
- Provide hands-on involvement in all aspects of field activities including installation, configuration, training, customer acceptance tests, and troubleshooting of the Velocity environment.
- Implement on-site solutions, while ensuring satisfaction with Identiv systems.
- Serve as technical authority on Identive product technologies via on-site, phone and electronic media.
- Provide technical support onsite, as well as via telephone, and electronic media.
- Own and complete complex technical tasks for Identiv clients including PoC engagements, within their pilot and production infrastructure.
- Manage documentation and standards for the Identiv products in the customer environments.
- Must be able to pass or currently hold a security check (SC) and developed vetting (DV) check and obtain security clearance.
- Required to be oncall for support during business, after hours and weekends.
- Act as a Trusted Advisor to customers.
- Must be a UK citizen.

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.
- Degree in Computer Science, Information or a related technical discipline or equivalent work experience.
- Previous experience working in the physical access control industry is greatly desired.
- Previous experience traveling for work is greatly desired as traveling both around the UK and internationally will be required.
- CISSP, MCSE/MCITP, CCNA, Security+, Network+ preferred. Will consider related field (or equivalent) experience.
- Working knowledge of the following systems: Windows Server 2003, 2008 and 2012, Windows 7, SQL Server 2005 and 2008.
- 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 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 no 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, setup 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

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

This position requires the eligibility to obtain a security clearance in the United Kingdom. Non-UK citizens may not be eligible to obtain a security clearance.

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 +1-949-250-8888 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.