Our innovative and growing company is looking to fill the role of system support engineer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for system support engineer

- Monitor systems and services to ensure their consistent availability to end-users
- To provide pre-sales and post sales field support to dealers on digitally integrated products
- To provide feedback on all training conducted and dealer visitations
- Proposes, evaluates, validates, approves and implements engineering changes
- Assists in gathering information used to develop and maintain logistics products and engineering data (e.g., logistics support analysis, technical publications, training, supply support, support equipment, field services, maintenance, reparability, removal rates, interchangeability, initial provisioning)
- Perform in systems engineering, collection system design, upgrade planning, design and implementation, operational readiness preparation, and operations support tasks
- Determine completeness of documentation used to justify Government objectives or requirements
- Development and recommendations of program reviews, Software Specification Reviews (SRR), Preliminary Design Reviews, Critical Design Reviews (CDR), and Test Readiness Reviews (TRR)
- Support development of a Systems Engineering Management Plan to address an overall systems engineering management approach including standards,

Qualifications for system support engineer

- Standard hours of operation in the Broomfield center include shifts between 7am – 7 pm and include weekend coverage
- Weekend coverage models allow for a 4x10 schedule (Fri – Mon)
- Minimum of 2+ years of previous experience with hardware and software systems integration, preferably with medical devices or medical instrumentation in a Health Information Technology (HIT) role
- Fundamental aptitude of network topology and a general understanding of the network interactions between routers, switches, and firewalls
- Required knowledge or previous work experience in microbiology laboratory or hospital workflow, – Laboratory Information System (LIS) interfaces, specifically with ASTM and HL7 are preferred
- Must be able to navigate in matrix organization and work with global team members