



Position Description - Systems Engineer

Responsibilities

The Systems Engineer will provide technical expertise to support Four Nines in its client work for public transit agencies. In this role, the Systems Engineer will help to build technical specifications, review system designs and oversee testing for fare systems and other transit specific systems, including hardware and software, and will be expected to become expert at understanding the underlying infrastructure and technical operation of these systems. The position requires experience with installation and configuration of software, and hardware and a working knowledge of current networking protocols and standards. Transit experience is a plus, but an interest in public transit is a must. The Systems Engineer will be client-facing, but typically partnered with other members of the Four Nines consulting team for client engagements. The Systems Engineer will work with the Four Nines project manager to provide technical expertise, and to create appropriate reports and analyses required by the project.

Customer Focused Activities

- Needs analysis and discovery
- Technical and Functional Specification writing
- High level system design and review
- Test planning and oversight
- Installation planning and oversight
- Industry research and analysis support

Internally Focused Activities

- Maintenance of internal tools for collaboration, requirements development
- Research and analysis for project support
- Technical support for team members

Knowledge, Skills & Abilities

Communications

- Effective written and oral communication skills to communicate with customers, system integrators and other technical resources
- Ability to communicate about technical needs and topics with non technical customers
- Ability to participate in meetings and workshops in person and over the phone
- Ability to prepare presentations, project documentation and reports

Technical Expertise - Important

- Experience with and understanding of operating systems, various application software and system management tools

- Experience installing and configuring software, hardware and networks
- Ability to troubleshoot system performance issues
- Experience with desktop environments and applications including the Apple OSX and Macintosh environments
- Experience with test environments and testing protocols for new system implementations
- Experience developing functional and technical specifications
- Experience with cloud-based applications
- Experience with networking infrastructure
- Experience with SaaS based collaboration suites including the Google Suite, Microsoft Teams and Microsoft Project Online
- A focus on task completion and measurable success

Technical Expertise - Desired

- Understanding of computer security approaches, particularly PCI-DSS and other PII focused approaches
- Experience working with Software Development Lifecycles (SDLC), particularly Agile, practices
- Ability to perform data analysis and system mapping
- Experience working with structured system integrations including APIs and SDKs
- Ability to troubleshoot reporting and integration issues
- Ability to reconcile data inaccuracies
- Experience with online development management tools such as the Atlassian Suite

Required Experience

- 2+ years of experience in systems management, networking, systems engineering
- Bachelor of Science Degree In Engineering, Information Technology, or related field (Experience will be accepted in lieu of education)

Job Location

- Remote
- Proximity to a major airport will be a plus
- Seattle, Washington area would be a plus

Position Type

Ideally full-time employee, though part-time will be considered
35-50% travel