



Open Position Title: Systems Engineer
Location: 725 Front Street, Chicopee, MA 01020
Industry: Municipal Electric/Fiber Broadband
Salary: 75,000 – 90,000

General Statement:

Responsible for identifying and resolving network and server issues, engineering and implementing complex projects, and maintaining and overseeing the continuous operation of all Information Technology systems deployed at Chicopee Electric Light. This role is a key position within the Information Technology team and will be called upon to resolve the highest-level technical issues.

Job Responsibilities:

- Responsible for the design, operation, tuning, backup, upgrading, security, troubleshooting, and maintenance of all network and server systems, including:
 - WAN and LAN equipment, including but not limited to: workstations, servers (Windows and Linux), printers, switches, routers, firewalls, wireless access points, load balancers, cellular devices
 - Data, fiber, and voice networks
 - Endpoint security software, including MDM, EDR
 - Microsoft Windows Server, Active Directory including Group Policy, Exchange, SQL, PKI Certificate Services
 - VMware and Hyper-V virtualization platforms
 - SAN and NAS infrastructures
 - Remote access solution support: VPN, Terminal Services, Web Application Firewalls
 - Mobile devices: iOS and Android
- Perform network assessments, security audits, and implement new device configurations.
- Participate in the administration and maintenance of the Endpoint Systems Management system, including updating agent scripts, responding to alerts, monitoring dashboards, preparing reports, and conducting periodic system reviews.
- Document configuration and maintenance for all server systems and network infrastructure.
- Keep current with industry standard technology changes through industry group membership, publications, and formal training.
- Participate in on-call rotation, as needed.
- Other related duties as required.

Education and Experience:

- Associate's Degree in Computer Science or Information Technology, or equivalent experience
- Over 5 years of experience working in system engineering and IT support
- A thorough understanding of networking and firewall configuration is required
- Previous experience serving in a project technical lead role is required
- Experience in maintaining systems that are remotely located or co-located is required
- Experience with Enterprise databases is a plus
- Experience with Veeam Backup & Replication a plus
- Experience using enterprise helpdesk systems – such as KACE – a plus
- Must hold and maintain a valid Driver's License

Job Knowledge and Skills:

- VMware vSphere, Hyper-V, SQL, and Terminal Services
- Exchange Server 2007 – 2019
- Windows Server 2008 – 2025
- VoIP technology including: VLAN, QoS, CoS
- SonicWALL: CSSA/CSSP, Fortinet: FCF, FCA, FCP, FCSS, FCX
- VPN connectivity troubleshooting and configuration (Cisco, SonicWall, Fortinet, IPSec, SSLVPN)
- Specific network protocols and technologies: DHCP, DNS, SSH, SFTP, SNMP, Serial, Telnet, LDAP, iSCSI, SSL, STP
- Security software such as Anti-virus, Anti-SPAM, Anti-Spyware, End Point Detection and Response, and other security-related technologies.
- Experience with virtualized infrastructure, TCP/IP networking, and enterprise storage systems.
- Strong analytical and problem-solving skills, demonstrated expertise in project management, systems analysis, customer relations, and vendor management.
- Excellent interpersonal skills, as well as the ability to deal effectively with diverse skill sets and personalities in order to work effectively as a team player is required.
- Ability to remain calm and focused under pressure.

Additional Requirements:

- Requires sitting for prolonged periods, significant PC usage, occasional use of company vehicle, and occasional lifting of items up to 50 lb.
- Requires Executions of all job responsibilities and assignments promptly, reliably, honestly, ethically, and in a professional manner.

This description is not intended to be a complete statement of the position, but rather to act as a guide to the general work performed. Individual's competencies and customer requirements impact the actual role performed.

Applicants should send their resume directly to Chicopee Electric Light (CEL) Attention Human Resources at 725 Front St., Chicopee, MA 01020 or e-mail ncolberg@celd.com