



## **Technical Services Engineer**

**#020315**

**Position in McLean, VA**

At Semandex we make products and implement solutions to analyze and discover information in demanding data-rich environments. Our team of innovators is passionate about delivering high quality solutions that meet our customers' needs and help them achieve their missions.

### **Job Summary:**

As a technical services engineer you will support the deployment and operation of Semandex products and services at a customer location in McLean, Virginia.

You will work in a fast-paced environment, supporting mission-critical requirements.

You will apply strong problem solving skills and acquire a broad understanding of our products as well as a wide range of innovative customer applications and systems.

### **General Responsibilities:**

- Ensure customer success in their use of our products and solutions.
- Monitor performance and put processes in place to maintain high-availability and fault tolerant operation.
- Resolve production outages.
- Design and develop operational procedures like continuity plans and information assurance documents.
- Provide inputs to project documentation including but not limited to requirements, user and administration guides, and release notes.
- Install, test and deploy software updates and upgrades.
- Provide user training and demonstrations.
- Scale the infrastructure and existing deployment with demand.
- Work on-site in McLean, Virginia area.
- Occasional travel to Semandex in Princeton, NJ area.

### **Required Background:**

- Strong background in one or more of the following (with ideally some experience in all): Software development, Application design, Systems administration, Network administration, Database administration, Data architecture and design, Performance tuning and benchmarking, Technical Support on back-end services (example: databases)

- Strong customer service skills.
- Excellent analytic and diagnostic skills.
- Interested in a very customer-facing role, work well both alone and in teams.
- Experience: 3+ years of software development/consulting/support experience.
- Education: BS/MS in Computer Science or equivalent.
- Security clearance: Top Secret/SCI – Minimum of Active TS and SCI Eligible.

### **Skills & Knowledge:**

- Experience managing large scale databases (RDBMS or NoSQL or both)
- Experience using or managing MongoDB
- Strong understanding of Javascript, Java/J2EE, C/C++, Linux
- Experience building high availability online services and fault-tolerant distributed systems.
- Experience administering large-scale production environments.
- Knowledge of cloud platforms and cloud development, deployment and management tools.
- Excellent interpersonal and written communication skills.
- The desire and ability to rapidly learn a wide variety of new technical skills.
- Broad familiarity with enterprise-scale software architectures, application development methodologies and deployment/operational considerations.
- Working knowledge of Linux networking.
- Strong diagnostic/ troubleshooting process, with significant experience troubleshooting real, end-to-end technical issues.
- The ability to think on your feet, remain calm under pressure, and solve problems in real-time.
- Ability to deploy and manage highly distributed applications on VMWare environment.

### **Preferred**

- Knowledge of digital forensics.
- Experience maintaining applications working with large data sets.
- Experience with monitoring and troubleshooting software and services in a scalable, multi-threaded environment.
- Experience working in a collaborative software team, applying agile development practices and software version control (git).
- Knowledge of unit and integration testing methodology and build process.