



## South River Technologies Job Opening

**Job Title:** Senior Systems Engineer

**Job Description:**

South River Technologies, a leader in the development of managed file transfer and file collaboration technologies, has an immediate need for an experienced Sr. Systems Engineer in our Annapolis Maryland headquarters. As a member of our team, you will work directly with the engineering team, sales team and customers. This is a unique opportunity for a motivated self-starter who wants to work in a fast-paced, dynamic and growing company.

**Responsibilities:** Responsibilities include, but are not limited to:

- Provide technical assistance to sales team with system configuration and technical recommendations for customers
- Participate in software product demonstrations as needed, to provide technical assistance
- Assist customers in product evaluations by answering technical questions, advising on best practices
- Support new customer and prospect implementations by telephone or network streaming
- Provide regular feedback to engineering for customer requested enhancements
- Provide assistance to engineering team to identify and troubleshoot customer reported software defects. Assist with testing, and providing work-arounds to customers
- Assist customers with integrating SRT product into their existing network environments, including scripting, AD/LDAP integration, and defining system events processing
- Assist in creating and maintaining Knowledge Base Articles on the technical support website
- Provide online and telephone based technical support to installed customer base

**Requirements:**

- Bachelor's Degree in Computer Science or related.
- 5+ years experience as a pre or post sales Systems Engineer.
- 7+ years experience in a full lifecycle software development environment, as either QA engineer, technical support engineer or technical writer
- Strong communication and interpersonal skills with the ability to interact with product developers, sales representatives and customers.
- Ability to work in a very fast paced, deadline-driven environment.
- Ability to work independently with minimal supervision.
- Strong knowledge of communications protocols such as: FTP, WebDAV, SFTP.
- Strong knowledge of firewalls and routers
- Strong knowledge of security including secure protocols, encryption, private key/public key, certificates including SFTP, SSH, TLS, and SSL.
- Strong knowledge of Active Directory and LDAP
- Hands-on network implementation experience
- Experience directly interacting with customers
- An interest in technology and a desire to learn new technologies.

**Work Environment/Benefits:**

- Casual work environment
- BC/BS Medical, Prescription, Dental and Vision coverage available
- 10 paid company holidays, 2 weeks paid vacation, 5 personal/sick days
- Less than 10% Travel

**About South River Technologies:**



Founded in 1996, South River Technologies develops file management and file collaboration software. Located in Annapolis, MD and easily accessible from I-97 and Route 50, SRT is a dynamic and fast growing company. The company has been experiencing excellent sales growth over the past few years. We are a family-friendly company – we offer a casual work environment and flexible work hours.

Interested candidates may submit their resume and salary requirements in confidence to [jobs@southrivertech.com](mailto:jobs@southrivertech.com). Principals only please, no Agency Resumes.