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## JOB DESCRIPTION

Position: Senior Systems Engineer  
Department: Support  
Reports To: Managing Partner  
Contact: [HR@SatoriSolutions.com](mailto:HR@SatoriSolutions.com)

## SUMMARY

Satori Solutions is seeking an energetic, detail oriented, and experienced technical individual to join our team in the role of Senior Systems Engineer. Satori Solutions is one of the top North American Partners for OpenText's Fax & Document Distribution Group, and has a client base that includes hundreds of existing customers, many of which are Fortune 1000, healthcare and financial institutions that rely on our solutions as mission-critical to their business operations. Our solutions incorporate enterprise level RightFax network fax server environments, Voice Over IP (VoIP) / T.38 Fax Over IP (FoIP) Gateways & Alchemy Document Management. In addition to our primary focus on network fax servers, Satori provides Electronic Document Management and Archiving solutions, as well as Process & Workflow Automation solutions that complement our other offerings. The individual filling this role will work with Satori's extensive customer and prospect base to provide Sales Engineering Support, Solution Deployment and Technical Support of requests that may arrive via Email, Web Chat and Telephone. As an "Authorized Support Partner" for OpenText, Satori maintains the responsibility for Level 1 & 2 Support for its entire customer base, which includes a number of 24x7 contracts.

## ESSENTIAL FUNCTIONS OF THE POSITION

Approach the role both internally and externally with a professional, respectful and detailed oriented manner that is essential to Satori's mission of being considered a Valued Business Partner to our prospects and customers, and Subject Matter Expert in the industry. Continually embody our company tag line "Genuine Partners | Proven Results" at all times.

Deploy software and hardware based solutions, both on-site and remotely via the Internet, based on a successful structured Sales & Project Deployment methodology that has been developed by Satori through over 15 years of industry experience.

Respond to and track incoming Technical Support Ticket requests from customers with valid support contracts.

Accurately and appropriately assess the severity level of customer issues, and prioritize issues when necessary based on business impact to the client.

Work with customers via telephone, email, VPN and remote web meeting, in conjunction with employing all available technical resources internally and externally, to bring issues to a timely resolution.



Maintain detailed notes on customer issues and resolutions, utilizing Satori's CRM / Technical Support ticketing system.

Periodically support Satori's Sales & Business Development Team and Partners with Technical Sales Engineering skills via phone and on-site meeting.

Acquire and maintain various solution and industry specific certifications through required training and hands-on experience, critical to Satori's mission, status and success.

Travel with personal transportation within the Denver metro area and Colorado Front Range, including periodic regional and national overnight air travel.

### **SUPERVISORY RESPONSIBILITIES**

None

### **QUALIFICATION REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION AND/OR EXPERIENCE**

High School or College Bachelor's Degree; five or more years related Technical Support, Sales Engineering or Technical Consulting experience and/or training; or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret project plans, instruction manuals, technical documents & knowledge base articles. Ability to interpret customer desires, needs and questions communicated by peers, business associates, customers and customer's representatives orally, electronically and/or written document. Ability to lead and mentor customers with the configuration, deployment and training of solutions involving software, hardware, products and services. Ability to communicate effectively both orally and in writing with peers, business associates, prospects, customers, and the general public.

### **MATHEMATICAL SKILLS**

Ability to make arithmetic computations using whole numbers, fractions and decimals.



## **REASONING ABILITY**

Ability to apply principles of logical thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, equations, diagrams, graphs, etc.) in its most difficult phases. Ability to recognize numeric or behavioral patterns that may lead to problem identification, leading to resolution.

## **OTHER KNOWLEDGE, SKILLS AND ABILITIES**

Considerably positive, energetic, self-motivated and self-manageable  
Issue ownership mentality  
Excellent problem solving skills  
Exceptional oral communication skills  
Exceptional written / documentation skills  
Exceptional interpersonal skills  
Considerable knowledge of Windows 2003 / 2008 Server environments and networking  
Considerable knowledge of Windows Active Directory and related Windows Security  
Considerable knowledge of Microsoft SQL 2005 / 2008  
Considerable knowledge of internet use, Email, FAX and office equipment  
Network fax server experience or RightFax administration experience preferred  
Major telecom manufacturer VoIP, T.38 FoIP, SIP Trunking experience is a plus  
Document imaging, management, archiving & workflow automation experience is a plus  
Ability to work from home office or on-the-road environment effectively periodically

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is required to travel to distant locations frequently, stand, walk, and reach with hands and arms, and communicate effectively verbally.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate, but often regulated by the employee's own home office environment. Efforts must be made by the employee to ensure that the environment lends itself to uninterrupted telephone conference calls, web conferences, etc.

